# Troubleshooting

User Guide

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# 1 Quick checklist

If you experience computer problems, follow the troubleshooting steps below:

1. Refer to the information in this chapter.

2. Access additional information about the computer and Web site links through the Help and Support Center.

   **NOTE** Although many checkup and repair tools require an Internet connection, other tools can help you fix a problem when the computer is offline.

3. Contact Customer Care for any further assistance. Refer to the "Customer Care" chapter in this guide.

# The computer will not start up.

To turn on the computer, press the power button. When the computer is turned on, the power light is turned on.

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

The suggestions below may help you determine the reason the computer will not start up:

- If the computer is plugged into an AC outlet, verify that the AC outlet is providing adequate power by plugging another electrical device into the outlet.

- If the computer is running on battery power or is plugged into an external power source other than an AC outlet, plug the computer into an AC outlet using the AC adapter. Make sure the power cord and AC adapter connections are secure.

- If the computer is running on battery power:

  - Remove the primary battery pack and travel battery pack (if applicable) and plug the computer into an AC outlet using the AC adapter. If the computer starts up, one of the battery packs may need to be replaced.

  - If the battery light on the front of the computer is blinking, the battery pack has reached a low-battery condition, which may not allow the computer to start up. Plug the computer into an AC outlet using the AC adapter to start the computer and allow the battery to charge.

# The computer screen is blank.

If you have not turned off the computer but the screen is blank, one or more of the following may be the cause:

- The computer may be in standby or hibernation.

- The computer may not be set to display the image on the computer screen.

- The display switch or the ambient light sensor (select models only) may not be functioning properly.

The suggestions below may help you determine the reason the computer screen is blank.

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

  Standby and hibernation are energy-saving features that can turn off the display. Standby and hibernation can be initiated by the system while the computer is in Microsoft® Windows® but is not in use, or when the computer has reached a low-battery condition. To change these and other power settings, select **Start > Control Panel > Performance and Maintenance > Power Options**.

- To transfer the image to the computer screen, press fn+f4.

  On most models, when an optional external display device, such as a monitor, is connected to the computer, the image can be displayed on the computer screen or the external display, or on both devices simultaneously. When you press fn+f4 repeatedly, the image alternates among the computer display, one or more external display devices, and simultaneously displays on all devices.

- If the computer has an external display switch, press it to confirm that it moves freely. (The display switch is normally located on the upper-left corner of the keyboard.) If the computer has a magnetic display switch, be sure that the computer is not near a strong magnetic field and that no magnetized items (for example, a magnetized screw driver) are laying on the computer.

- If the computer has an ambient light sensor (select models only), make sure that the sensor is not obstructed.

  The ambient light sensor is normally located on the lower-left corner of the display.

# The software is functioning abnormally.

If the software becomes unresponsive or responds abnormally:

- Restart the computer:

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

  - In Windows XP Professional, select **Start > Turn Off Computer > Restart > OK**. (If you have been registered to a domain, the button you click will be called Shut Down instead of Turn Off Computer.)

    If you cannot restart the computer using these procedures, refer to the next section, "The computer is turned on, but is not responding."

- Run a virus scan.

- If the computer feels unusually warm, allow it to cool to room temperature. For more information about computer overheating, refer to "The computer is unusually warm." later in this chapter.

- If you are using an optional wireless mouse, make sure that the mouse battery has an adequate charge.

# The computer is turned on, but is not responding.

If the computer is turned on, but is not responding to software applications or keyboard commands, try first to shut down the computer through the operating system by selecting **Start > Turn Off Computer > Turn Off**. (If you have been registered to a domain, the button you click will be called Shut Down instead of Turn Off Computer.)

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

1. If the computer is in Windows, press ctrl+alt+delete. Then, select **Shut Down > Turn Off**.

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

3. If you are unable to shut down the computer by using the power button, unplug the computer from external power and remove the battery pack.

> **NOTE** If you cannot turn the computer back on after shutting it down, refer to "The computer will not start up."

# The computer is unusually warm.

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

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

> **CAUTION** To prevent overheating, do not obstruct vents. Use the computer only on a hard, flat surface. Do not allow another hard surface, such as a printer, or a soft surface, such as a pillow or a thick rug or clothing, to block airflow.

> **NOTE** The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.

# An external device is not working.

If an external device does not function as expected:

- Turn on the device as instructed in the device user guide. Some devices, such as monitors and printers, may not be powered by the computer, and must be turned on before the computer is turned on.

- Be sure that

    - All device connections are secure.

    - The device is receiving electrical power.

    - The device is compatible with your operating system. For compatibility information, refer to the Web site of the device manufacturer.

    - 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.

# The computer cannot connect to a wireless network.

If the computer cannot connect to a wireless network:

1. Verify that the wireless devices are enabled.

    - Be sure that the wireless light on the computer is on. If the light is off, press the wireless button to turn it on.

    - Be sure that the wireless hardware is properly installed by ensuring there is no red or yellow marking next to the device name in Device Manager.

        a. Select **Start > My Computer**.

        b. Right-click in the window and select **Properties > Hardware** tab **> Device Manager**.

        > **NOTE** If the wireless button is off or the Bluetooth or WWAN device is disabled in Computer Setup, the Bluetooth or WWAN device will not appear in Device Manager.

    - Open Wireless Assistant and be sure that the wireless devices are enabled and on. Select **Start > HP Info Center > HP Wireless Assistant**.

    - Be sure that the wireless devices are enabled in Computer Setup or the Setup utility.

        a. Open Computer Setup or the Setup utility by turning on or restarting the computer, and then pressing f10 while the "F10 = ROM Based Setup" message or the "Press <F10> to enter setup" message is displayed in the lower-left corner of the screen.

        b. Use the arrow keys to select **Advanced > Device options** or **Advanced** and then press enter.

2. Be sure that the Windows Wireless Network Connection window can display the network.

    - Click the **Refresh** button so that Windows will scan all channels for available access points.

    - Be sure that the computer is within optimal range of the wireless router (access point).

    - Be sure that the computer wireless antennae are free from obstructions.

- If the Wireless Network Connection window displays the "Windows cannot configure this wireless connection" message, or the Wireless Networks tab is inaccessible or missing from the Wireless Network Connection Properties window, check to see if a third-party utility has been installed. Most third-party configuration utilities disable the Windows configuration utility. If a third-party utility has been installed, configure the wireless network using the third-party utility, or uninstall the third-party utility and use the Windows configuration utility to configure the wireless network.

- Be sure that the wireless network is broadcasting the network name (SSID). Most wireless routers (access points) are set to broadcast SSID by default. If SSID broadcasting was disabled for added security, reenable it temporarily to confirm that Windows is detecting the network. When SSID broadcasting is disabled, the network will not be detected by Windows and will not be displayed in the list of available networks.

3. Verify that the encryption settings are correct by ensuring that the computer and the wireless router (access point) are using the same security settings.

4. Be sure that you are getting a valid IP address.

   - Be sure the computer TCP/IP is configured to Obtain an IP address automatically:

     a. Select **Start > Control Panel > Network and Internet Connections > Network Connections**.

     b. Right-click on a network connection and select **Properties**.

     c. Click **Internet Protocol (TCP/IP)**, and then click **Properties**.

     d. Be sure that **Obtain an IP address automatically** is selected.

     e. Click **OK**.

   - Be sure that the wireless router (access point) has DHCP enabled.

   - Use the ipconfig utility to renew an IP address.

     a. Select **Start > Run**.

     b. Type cmd.

     c. At the prompt, type ipconfig, and then press enter.

     d. To renew an IP address, type ipconfig/release, and then press enter. Then type ipconfig/renew, and then press enter.

     e. Type exit.

5. Be sure that you have the latest firmware for the wireless router (access point).

6. Be sure that the wireless router (access point) activity light is on. If the activity light is not on, unplug the router power cable and then plug it back in.

7. Be sure that no other electronics, such as a cordless phone, a fax machine, or a microwave, are in close proximity to the wireless router (access point).

8. Be sure that no large metal surfaces are near the sides of the wireless router (access point).

9. Be sure that the wireless router (access point) is placed as high as possible in the room, such as on top of a bookcase.

10. Check the wireless router (access point) functionality and configuration.

- Temporarily disable any wireless encryption to see if the computer will connect to the wireless network. If the computer connects to the wireless network when encryption is disabled, verify that the computer and the wireless router (access point) are using the same security settings (Network Authentication, Data Encryption, Network Key, and Key Index).

- Change the wireless channel on the wireless router (access point). Normally channels 3, 6, and 11 are the optimal channels because they do not overlap each other. However, if multiple networks are detected in close proximity, and more than one is using the same channel, there may be interference.

For additional information, refer to http://www.hp.com/go/techcenter/wireless.

# 2    Customer Care

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

## Preparing to contact Customer Care

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

- Product name located on the display or keyboard.
- Serial number (S/N) listed on the service tag.
  - The service tag label is on the bottom of the computer.
  - To display the service tag information on the computer screen, click **My HP Computer** in the Help and Support Center.
- Date the computer was purchased.
- Conditions under which the problem occurred.
- Error messages that have been displayed.
- The manufacturer and model of any hardware connected to the computer.
- Operating system version number and registration number.

  To display the operating system version number and registration number, click **My HP Computer** in the Help and Support Center. (On some 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 computer is connected to the Internet, you can get help by e-mail or access Customer Care telephone numbers through the Help and Support Center.

# Taking the computer to a service partner

If Customer Care advises you to take the computer to a service partner, be sure to provide the service partner with the information listed in "Preparing to contact Customer Care," earlier in this chapter. In addition

- Be sure either to delete all passwords or to disclose all passwords to the service partner so that they can access the computer.

- Back up all information on the hard drive.

- Provide authorization to the service partner to perform a system recovery, if needed.

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