

# Quick Setup & Getting Started

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HP Compaq Business PC



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#### **Quick Setup & Getting Started**

HP Compaq Business PC

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## About This Book

This guide provides basic information about setting up and maintaining your computer.



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**WARNING!** Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.

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**CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

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**NOTE:** Text set off in this manner provides important supplemental information.

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# 1 Quick Setup

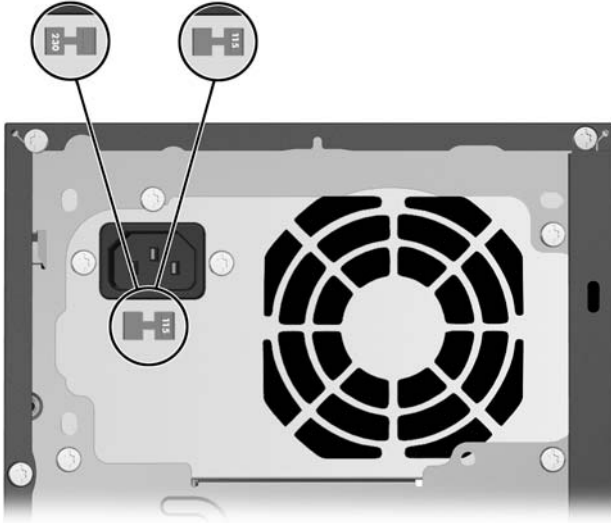
## Step 1: Unpack the Computer



**WARNING!** To reduce the risk of serious injury, read the *Safety & Comfort Guide*. It describes proper workstation setup, posture, and health and work habits for computer users, and provides important electrical and mechanical safety information. This guide is located on the Web at <http://www.hp.com/ergo> and on the *Documentation and Diagnostics CD*.

## Step 2: Confirm the Voltage Setting

Ensure that the voltage select switch for the power supply is set to the correct voltage for your region (115 volts or 230 volts).



**CAUTION:** You should not need to change the voltage setting; however, you should verify that the voltage selection is compatible with your local power specifications. Failure to do so could result in damage to the computer.

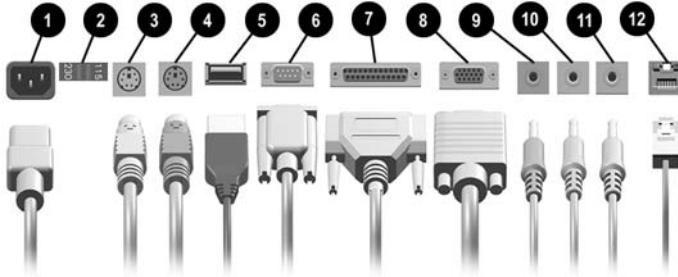


## Step 3: Connect External Devices

Connect the monitor, mouse, keyboard, and network cables.



**NOTE:** Arrangement and number of connectors may vary by model.



1	Power Cord Connector	7	Parallel Connector
2	Voltage Select Switch	8	Monitor Connector
3	PS/2 Mouse Connector (green)	9	Microphone Connector (pink)
4	PS/2 Keyboard Connector (purple)	10	Line-Out Connector for powered audio devices (green)
5	Universal Serial Bus (USB)	11	Line-In Audio Connector (blue)
6	Serial Connector	12	RJ-45 Network Connector



**NOTE:** If a PCI graphics card is installed, the connectors on the card and the system board may be used at the same time. Some settings may need to be changed in Computer Setup to use both connectors. For information about Boot Order, refer to the *Computer Setup (F10) Utility Guide* on the *Documentation and Diagnostics CD*.

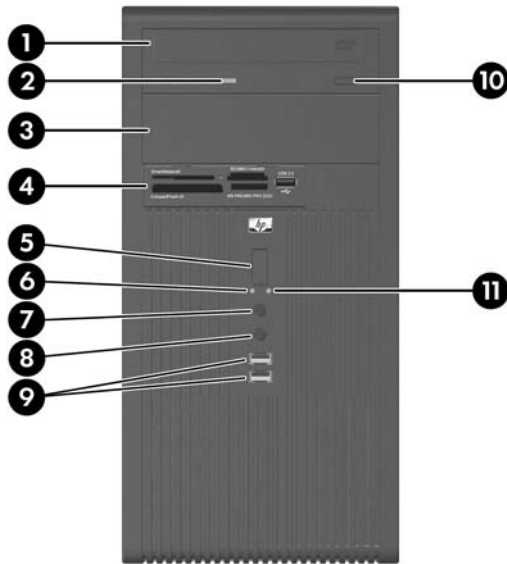


**CAUTION:** Do not add optional hardware or third-party devices to the computer until the operating system is successfully installed. Doing so may cause errors and may prevent the operating system from installing properly.

## Step 4: Identify Front Panel Components



**NOTE:** The illustration shown below may look different than your computer model.

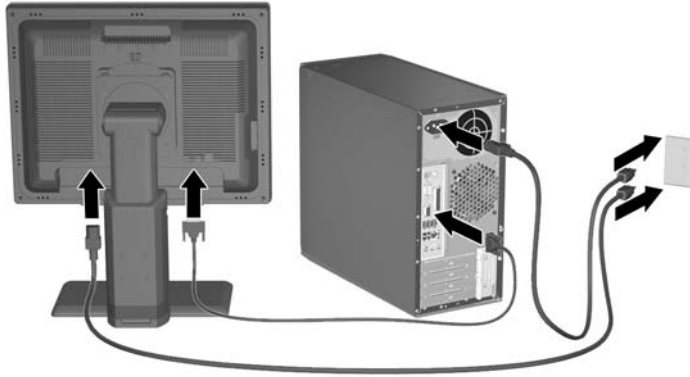


1	Optical Drive	7	Headphone Connector
2	Optical Drive Activity Light	8	Microphone Connector
3	5.25" Expansion Bay	9	USB (Universal Serial Bus) Ports
4	3.5" Expansion Bay (optional Media Card Reader shown) <sup>1</sup>	10	Optical Drive Eject Button
5	Dual-State Power Button	11	Power On Light
6	Hard Drive Activity Light		

<sup>1</sup> The 3.5" bay may be populated with a diskette drive or a media card reader, or it may be covered by a bezel blank.

## Step 5: Connect the Power Cords

Connect the power cords and monitor cord as shown. Turn on the monitor, then turn on the computer.



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

Do not disable the power cord grounding plug. The grounding plug is an important safety feature.

Plug the power cord into a grounded (earthed) outlet that is easily accessible at all times.

Disconnect power from the computer by unplugging the power cord from either the electrical outlet or the computer.



**CAUTION:** Be sure there is a 10.2 cm (4-inch) clearance on all vented sides of the computer and monitor to permit the required airflow.

## Step 6: Turn On the Computer and Install the Microsoft Operating System



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**NOTE:** If the computer was shipped with Microsoft Windows Vista loaded, you will be prompted to register the computer with HP Total Care before installing the operating system. You will see a brief movie followed by an online registration form. Fill out the form, click the **Begin** button, and follow the instructions on the screen.

If the computer was not shipped with a Microsoft operating system, some portions of this documentation do not apply. Refer to the operating system documentation and online Help for operating instructions.

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**CAUTION:** Do not add optional hardware or third-party devices to the computer until the operating system is successfully installed. Doing so may cause errors and prevent the operating system from installing properly.

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Press the power button to turn on the computer.

The first time you turn on the computer, the operating system is installed automatically. This process takes about 5 to 10 minutes, depending on which operating system is being installed. Carefully read and follow the instructions on the screen to complete the installation.



**CAUTION:** Once the automatic installation has begun, **DO NOT TURN OFF THE COMPUTER UNTIL THE PROCESS IS COMPLETE.** Turning off the computer during the installation process may damage the software that runs the computer or prevent its proper installation.

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**NOTE:** If the computer shipped with more than one operating system language on the hard drive, the installation process could take up to 60 minutes.

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## Step 7: Turn Off the Computer

To properly turn off the computer, first shut down the operating system software. In Microsoft Windows XP Professional, click **Start > Shut Down**. In Microsoft Windows XP Home, click **Start > Turn Off Computer**. In Microsoft Windows Vista, click **Start**, click the arrow on the lower right corner of the Start menu, then select **Shut Down**. The computer automatically shuts down.

Depending on the operating system, pressing the power button causes the computer to enter a low-power or “standby” state instead of automatically turning the power off. This allows you to conserve energy without closing software applications; later, you can start using the computer immediately without having to restart the operating system and without losing any data.

To force the computer off manually and bypass the “standby” state, press and hold the power button for four seconds.



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**CAUTION:** Manually forcing the computer off will cause the loss of any unsaved data.

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On some models, you can use the Computer Setup utility to reconfigure the power button to work in on/off mode instead of standby mode. Refer to the *Computer Setup (F10) Utility Guide* on the *Documentation and Diagnostics CD* for more information about using Computer Setup.

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## 2 Getting Started

### Downloading Microsoft Windows Updates

1. To set up your Internet connection, click **Start > Internet Explorer** and follow the instructions on the screen.
2. Once an Internet connection has been established, click the **Start** button.
3. Select the **All Programs** menu.
4. Click on the **Windows Update** link.

In Microsoft Windows XP, you will be directed to the **Microsoft Windows Update Web site**. If you see one or more pop-up windows that ask you to install a program from <http://www.microsoft.com>, click **Yes** to install the program. Follow the instructions on the Microsoft Web site to scan for updates and install critical updates and service packs.

In Microsoft Windows Vista, the **Windows Update** screen appears. Click **view available updates** and make sure all critical updates are selected. Click the **Install** button and follow the instructions on the screen.

It is recommended that you install all of the critical updates and service packs.

5. After the updates have been installed, Windows will prompt you to reboot the computer. Be sure to save any files or documents that you may have open before rebooting. Then select **Yes** to reboot the computer.

### Installing or Upgrading Device Drivers

When installing optional hardware devices after the operating system installation is complete, you must also install the drivers for each of the devices.

If prompted for the i386 directory, replace the path specification with **C:\i386**, or use the **Browse** button in the dialog box to locate the i386 folder. This action points the operating system to the appropriate drivers.

Obtain the latest support software, including support software for the operating system from <http://www.hp.com/support>. Select your country and language, select **Download drivers and software**, enter the model number of the computer, and press **Enter**.

### Customizing the Monitor Display

If you wish, you can select or change the monitor model, refresh rates, screen resolution, color settings, font sizes, and power management settings. To do so, right-click on the Windows Desktop, then click

**Properties** in Microsoft Windows XP or **Personalize** in Microsoft Windows Vista to change display settings. For more information, refer to the online documentation provided with the graphics controller utility or the documentation that came with your monitor.

## HP Backup and Recovery Manager



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**NOTE:** The features described below are only available on systems shipped with Microsoft Windows XP. The HP Backup and Recovery Manager included with Microsoft Windows Vista is a more limited version. Check for updates by clicking the **Software & Driver Downloads** link at <http://www.hp.com>.

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The HP Backup and Recovery Manager is an easy-to-use, versatile application that is pre-loaded on each system and allows you to:

- create Recovery Points to back up the entire system incrementally
- back up the entire system in a single hard archive
- back up individual files

Backups can be scheduled to occur automatically at designated intervals, or they can be initiated manually. Recovery can be performed from the Recovery Partition on the hard drive or the Recovery Disc Set. The Recovery Disc Set includes the *Restore Plus!* CD, the Microsoft Operating System, and any Supplemental Software CDs.



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**NOTE:** HP highly recommends that you create a Recovery Disc Set immediately before using the computer and schedule regular automatic Recovery Point backups.

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To create the Recovery Disc Set:

1. Click **Start > HP Backup and Recovery > HP Backup and Recovery Manager** to open the Backup and Recovery Wizard, then click **Next**.
2. Select **Create factory software recovery CDs or DVDs to recover the system**.
3. Follow the instructions in the wizard.

The HP Backup and Recovery Manager provides two basic recovery methods. The first, recovery of files and folders, operates in Windows. The second, PC Recovery, requires a reboot to the Recovery Partition or from the Recovery Disc Set. To reboot to the Recovery Partition, press F11 at startup when you see the message "Press F11 for Emergency Recovery."



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**NOTE:** For more information on using HP Backup and Recovery Manager, refer to the *HP Backup and Recovery Manager User Guide* by selecting **Start > HP Backup and Recovery > HP Backup and Recovery Manager Manual**.

You can order a Recovery Disc Set from HP by calling the HP support center. Go to the following Web site, select your region, and click the **Technical support after you buy** link under the **Call HP** heading to obtain the support center telephone number for your region.

[http://welcome.hp.com/country/us/en/wwcontact\\_us.html](http://welcome.hp.com/country/us/en/wwcontact_us.html)

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## Finding More Information

The following publications are available on the *Documentation and Diagnostics CD*:

- *Quick Setup & Getting Started*
- *Hardware Reference Guide*
- *Troubleshooting Guide*
- *Computer Setup (F10) Utility Guide*
- *Safety & Regulatory Information*
- *Support Telephone Numbers*
- *Safety & Comfort Guide*



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**NOTE:** If you do not have an optical drive capable of reading CDs, you may download the product documentation from the Web at <http://www.hp.com/support>. Select your country and language, select **See support and troubleshooting information**, enter the model number of the computer, and press **Enter**.

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## Using the *Documentation and Diagnostics CD*

1. Insert the CD into the optical drive

There may be a slight delay while the software on the CD checks the Windows Regional Settings.

2. Read and follow the prompts to complete the installation.

The menu and books are displayed in the language chosen during initial system setup or as specified later in the Windows Regional Settings. If the Regional Settings do not match one of the languages supported on the CD, the menu and books are displayed in English.

3. Click the title of the book you want to read.

If there is no optical drive activity for two minutes or more, it may be that Autorun is not enabled on the computer.

To run the *Documentation and Diagnostics CD* if it does not run automatically:

1. In Microsoft Windows XP, click **Start > Run**. In Microsoft Windows Vista, click **Start > All Programs > Accessories > Run**.
2. Type  
`X:\autorun.exe_index.html`  
(where X is the drive letter designator for the optical drive)
3. Click **OK**.

## Basic Troubleshooting

This section concentrates on problems that you might encounter during the initial setup process. A more comprehensive *Troubleshooting Guide* is available on the *Documentation and Diagnostics CD* and in



the self-help resources at <http://www.hp.com/support>. Select your country and language, select **See support and troubleshooting information**, enter the model number of the computer, and press **Enter**.

## Helpful Hints

If you encounter problems with the computer, monitor, or software, see the following list of general suggestions before taking further action:

- Check that the computer and monitor are plugged into a working electrical outlet.
- Check to see that the voltage select switch (some models) is set to the appropriate voltage for your region (115V or 230V).
- Check to see that the computer is turned on and the green power light is on.
- Check to see that the monitor is turned on and the green monitor light is on.
- Turn up the brightness and contrast controls of the monitor if the monitor is dim.
- Press and hold any key. If the system beeps, then the keyboard should be operating correctly.
- Check all cable connections for loose connections or incorrect connections.
- Wake the computer by pressing any key on the keyboard or pressing the power button. If the system remains in suspend mode for more than four seconds, shut down the computer by pressing and holding the power button for at least four seconds then press the power button again to restart the computer. If the system will not shut down, unplug the power cord, wait a few seconds, then plug it in again. The computer will restart if automatic start on power loss is set in Computer Setup. If it does not restart, press the power button to start the computer.
- Reconfigure your computer after installing a non–plug and play expansion board or other option.
- Be sure that all the needed device drivers have been installed. For example, if you are using a printer, you need a driver for that model printer.
- Remove all bootable media (diskette, CD, or USB device) from the system before turning it on.
- If you have installed an operating system other than the factory-installed operating system, check to be sure that it is supported on the system.
- If the system has multiple video sources (embedded, PCI, or PCI-Express adapters) installed and a single monitor, the monitor must be plugged into the monitor connector on the source selected as the primary VGA adapter. During boot, the other monitor connectors are disabled and if the monitor is connected into these ports, the monitor will not function. You can select which source will be the default VGA source in Computer Setup.



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**CAUTION:** When the computer is plugged into an AC power source, there is always voltage applied to the system board. You must disconnect the power cord from the power source before opening the computer to prevent system board or component damage.

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## Before You Call for Technical Support

If you are having problems with the computer, try the appropriate solutions below to try to isolate the exact problem before calling for technical support.

- Run the diagnostics utility (available on some models only). Refer to the *Troubleshooting Guide* on the *Documentation and Diagnostics CD* for more information.
- Run the hard drive self-test in Computer Setup. Refer to the *Computer Setup (F10) Utility Guide* on the *Documentation and Diagnostics CD* for more information.
- Check the power LED on the front of the computer to see if it is flashing. The flashing lights are error codes that will help you diagnose the problem. Refer to the *Troubleshooting Guide* on the *Documentation and Diagnostics CD* for more information.
- If the screen is blank, plug the monitor into a different video port on the computer if one is available. Or, change out the monitor with a monitor that you know is functioning properly.
- If you are working on a network, plug another computer with a different cable into the network connection. There may be a problem with the network plug or cable.
- If you recently added new hardware, remove the hardware and see if the computer functions properly.
- If you recently installed new software, uninstall the software and see if the computer functions properly.
- Boot the computer to the Safe Mode to see if it will boot without all of the drivers loaded. When booting the operating system, use “Last Known Configuration.”
- Refer to the comprehensive online technical support at <http://www.hp.com/support>.
- Refer to [Helpful Hints on page 11](#) in this guide for more general suggestions.
- Refer to the comprehensive *Troubleshooting Guide* on the *Documentation and Diagnostics CD* for more detailed information.
- Restore the system to a Recovery Point created in HP Backup and Recovery Manager or run the *Restore Plus!* CD. For more information on using HP Backup and Recovery Manager, refer to the *HP Backup and Recovery Manager User Guide* by selecting **Start > HP Backup and Recovery > HP Backup and Recovery Manager Manual**.



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**CAUTION:** Running the *Restore Plus!* CD will erase all data on the hard drive.

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To assist you in resolving problems online, HP Instant Support Professional Edition provides you with self-solve diagnostics. If you need to contact HP support, use HP Instant Support Professional Edition's online chat feature. Access HP Instant Support Professional Edition at: <http://www.hp.com/go/ispe>.

Access the Business Support Center (BSC) at <http://www.hp.com/go/bizsupport> for the latest online support information, software and drivers, proactive notification, and worldwide community of peers and HP experts.

If it becomes necessary to call for technical assistance, be prepared to do the following to ensure that your service call is handled properly:

- Be in front of your computer when you call.
- Write down the computer serial number and product ID number, and the monitor serial number before calling.
- Spend time troubleshooting the problem with the service technician.
- Remove any hardware that was recently added to your system.
- Remove any software that was recently installed.
- Run the *Restore Plus!* CD.



**CAUTION:** Running the *Restore Plus!* CD will erase all data on the hard drive.

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**NOTE:** For sales information and warranty upgrades (Care Packs), call an authorized service provider or dealer.

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