



Software Guide

Compaq Notebook Series

Document Part Number: 307501-002

March 2003

This guide explains how to manage notebook power, use optical drive software, and update or restore system software. It also provides instructions for using the Setup and support utilities.

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Second Edition March 2003

First Edition October 2002

Document Part Number: 307501-002

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Understanding Standby and Hibernation

Standby and Hibernation are energy-saving features that conserve power and reduce startup time. In general, Hibernation shuts down most notebook functions, while Standby simply reduces notebook activity. Standby uses more power than Hibernation, but you can resume more quickly from Standby.

- Standby reduces power to system components that are not in use. When Standby is initiated, your work is saved in random access memory (RAM) and the screen is cleared. When you resume from Standby, your work returns to the screen where you left off.
- Hibernation saves system memory to the hard drive, takes a snapshot of the notebook image, and shuts down the notebook. When you resume from Hibernation, your work returns to the screen exactly as you left it.

When possible, save your work before initiating Hibernation to prevent loss of data. Do not change the notebook configuration during Hibernation.



CAUTION: If the configuration of the notebook system is changed during Hibernation, resumption from Hibernation may not be possible. When the notebook is in Hibernation:

- Do not add or remove memory modules.
 - Do not connect or disconnect external devices.
 - Do not insert or remove CDs or DVDs.
 - Do not insert or remove a CardBus PC Card.
-

If you cannot resume from Hibernation when power is restored to the system, you are prompted to delete the restoration data and proceed with system boot. Unsaved data is lost.

If you have assigned a start-up function to a password set in the Setup utility, that password must be entered to resume from Hibernation.

Enabling or Disabling Hibernation



CAUTION: If Hibernation is disabled, the system cannot save the system memory if the notebook reaches a critical low-battery condition. (For information about low-battery conditions, refer to the “Battery Packs” chapter in the *Hardware Guide* on this CD.)

Hibernation is enabled by default. Compaq recommends that you use the notebook with Hibernation disabled only while you are calibrating a battery pack. For calibration information, refer to the “Battery Packs” chapter in the *Hardware Guide* on this CD.

To verify that Hibernation is enabled, select Start > Control Panel > Performance and Maintenance > Power Options icon > Hibernate tab. If Hibernation is enabled, the Enable Hibernation check box is selected.

Choosing Standby, Hibernation or Shutdown

When You Leave Your Work

The amount of time a battery pack can support Standby or Hibernation or hold a charge varies by notebook configuration and the condition of the battery pack.

If you plan to resume shortly: Initiate Standby for shorter times and Hibernation for longer times or power conservation.

- Initiating Standby clears the screen, uses less power than leaving the notebook on, and your work returns quickly to the screen when you resume from Standby.
- Initiating Hibernation clears the screen, saves your work to the hard drive, and uses much less power than Standby. Returning to work saved in Hibernation takes longer than returning to work saved in Standby, but is faster than returning to your place manually after restarting the notebook.

If you plan to resume within 2 weeks: Shut down the notebook. If possible, connect the notebook to external power to keep the battery pack fully charged.

If the notebook will be disconnected from external power for more than 2 weeks: To extend the life of the battery pack, shut down the notebook and remove and store the battery pack. For information about removing and storing a battery pack, refer to the “Battery Packs” chapter in the *Hardware Guide* on this CD.

When the Power Supply Is Uncertain

Verify that Hibernation is enabled: Select Start > Control Panel > Performance and Maintenance > Power Options icon > Hibernate tab. If Hibernation is enabled, the Enable Hibernation check box is selected.

If the battery pack reaches a critical low-battery condition (one percent of a full charge) while Hibernation is enabled, the system initiates Hibernation, saves the system memory to the hard drive, then shuts down the notebook. If the battery pack reaches a critical low-battery condition while Hibernation is disabled, the notebook cannot save the system memory.

If the notebook is running on external power, power may be interrupted by an uncertain power supply or an electrical storm. If you pause your work when the power supply is uncertain, Compaq recommends that you save your work, then initiate Hibernation or shut down the notebook.

When Using Infrared or Drive Media



CAUTION: Initiating Standby or Hibernation while playing a drive medium may stop the play or diminish the quality of the play.

Standby and Hibernation interfere with the use of infrared communication and drive media.

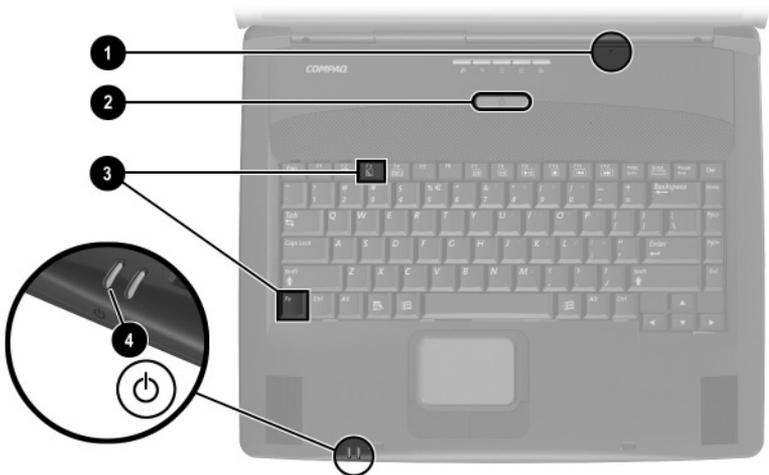
- If the notebook is in Standby or Hibernation, you cannot initiate an infrared transmission.
- If Standby or Hibernation is accidentally initiated while a drive medium is in use:
 - If you see the warning message “Putting the computer into Hibernation or Standby may stop the playback. Do you want to continue?” select No. (Audio and video may resume or you may need to restart the drive medium.)
 - If Standby or Hibernation initiates and no warning message is displayed, resume from Standby or Hibernation by briefly pressing the power button.

Standby, Hibernation and Shutdown Procedures

Identifying Power Controls and Indicators

Standby, Hibernation, and shutdown procedures use the following controls and indicators:

- 1 Display switch
- 2 Power button
- 3 **Fn+F3** hotkeys (to initiate Standby)
- 4 Power/standby light



Identifying power controls and indicators (Key locations vary by region and model.)

Using the Default Power Settings

The following tables describe the default procedures for turning on or shutting down the notebook and for initiating or resuming from Standby and Hibernation.

For information about changing the functions of the power button or the display switch, see “Setting Power Preferences” later in this chapter.

Turning the Notebook and Display On or Off

Task	Procedure	Results
Turn on the notebook.	Press the power button.  Pressing the power button turns on the notebook from Standby, Hibernation, or shutdown.	<ul style="list-style-type: none">■ Power/standby light turns on.■ Operating system loads.
Shut down the notebook.*	Select Start > Turn Off Computer > Turn Off.	<ul style="list-style-type: none">■ Power/standby light turns off.■ Operating system shuts down.■ Notebook turns off.
Turn off the display when the notebook is closed.	Close the notebook.	When the notebook is closed, the display presses the display switch, which then turns off the display.

*If the system is unresponsive, and you are unable to shut down the notebook with this procedure, see “Using Emergency Shutdown Procedures,” later in this section.

Initiating or Resuming from Hibernation

Task	Procedure	Result
User-initiated Hibernation	<p>With the notebook on:</p> <ul style="list-style-type: none"> ■ Briefly press the power button, or ■ Select Start > Shut Down > Hibernate. (If the Hibernate option is not displayed, press and hold shift.) <p> If the notebook is in Standby, you must resume from Standby before you can initiate Hibernation.</p>	<ul style="list-style-type: none"> ■ Power/standby light turns off. ■ Screen clears.
System-initiated Hibernation	<p>If the notebook is running on external power, the system does not initiate Hibernation.</p> <p>If the notebook is running on battery power, the system initiates Hibernation after 30 minutes of notebook inactivity.</p>	<ul style="list-style-type: none"> ■ Power/standby light turns off. ■ Screen clears.
Resume from user-initiated or system-initiated Hibernation.	<p>Press the power button.</p> <p> If Hibernation was initiated by a critical low-battery condition, connect external power or insert a charged battery pack to resume.</p>	<ul style="list-style-type: none"> ■ Power/standby light turns on. ■ Your work returns to the screen.

Initiating or Resuming from Standby

Task	Procedure	Result
User-initiated Standby	With the notebook on: <ul style="list-style-type: none">■ Press Fn+F3, or■ Select Start > Turn off Computer > Stand by.	<ul style="list-style-type: none">■ Power/standby light flashes.■ Screen clears.
System-initiated Standby	If the notebook is running on external power, the system does not initiate Standby.	
	If the notebook is running on battery power, the system initiates Standby after 10 minutes of notebook inactivity.	<ul style="list-style-type: none">■ Power/standby light flashes.■ Screen clears.
Resume from user-initiated or system-initiated Standby.	<ul style="list-style-type: none">■ Briefly press the power button, or move (or click any button on) an optional external USB mouse.■ If the display was closed while the notebook was in Standby, open the display.	<ul style="list-style-type: none">■ Power/standby light turns on.■ Your work returns to the screen.

Using Emergency Shutdown Procedures

If the notebook does not respond to the Windows shutdown procedure (Start > Turn Off Computer > Turn Off), try the following emergency shutdown procedures:

- Press and hold down the power button for at least 5 seconds.
- If the notebook remains unresponsive, press **Fn+power** button.
- If the notebook still remains unresponsive, disconnect the notebook from external power and remove the battery pack.

Using the Power Meter Icon

When the Power Meter icon is displayed in the system tray, the icon changes shape to indicate whether the notebook is running on battery power or external power.

- To show or hide the Power Meter icon:
 1. Select Start > Control Panel > Performance and Maintenance icon > Power Options icon > Advanced tab.
 2. Select or clear the Always Show Icon On The Task Bar check box.
 3. Select the OK button.
 4. If the icon is not displayed, select in the system tray the icon for Show Hidden Icons.
- To change the current power scheme, double-click the icon, then select a power scheme. For more information about using power schemes, see “Selecting, Creating, or Changing a Power Scheme,” later in this chapter.
- To display battery charge information, select the icon, then select Open Power Meter. For more information about displaying battery charge information, refer on this CD to the *Hardware Guide*, “Battery Packs” chapter.
- To display the Power Options Properties window, right-click the icon, then select Adjust Power Properties.

Setting Power Preferences

Changing Power Control Functions

By default, when the notebook is on:

- Pressing the power button initiates Hibernation.
- Pressing the **Fn+F3** hotkeys, called the “sleep button” in the operating system, initiates Standby.
- The display switch turns off the display. The display switch is activated by closing the display. (At default and all custom settings, the display switch also turns on the notebook if the display is opened while the notebook is in Standby.)

To change the function of the power button, the **Fn+F3** hotkeys, or the display switch:

1. Select Start > Control Panel > Performance and Maintenance icon > Power Options icon > Advanced tab.
 - To change the power button function, select a function from the drop-down list for When I Press The Power Button On My Computer.
 - To change the function of the **Fn+F3** hotkeys, select a function from the drop-down list for When I Press The Sleep Button On My Computer.
 - To change the display switch function, select a function from the drop-down list for When I Close The Lid Of My Portable Computer.
2. Select the OK button.

The Hibernate function is available in the power button, sleep button, and display switch drop-down lists only if Hibernation is enabled. Hibernation is enabled by default. To verify that Hibernation is enabled, select the Hibernate tab in the Power Options Properties window. If Hibernation is enabled, the Enable Hibernation check box is selected.

Setting a Standby Password

To set the notebook to prompt for a password when exiting Standby:

1. Select Start > Control Panel > Performance and Maintenance icon > Power Options icon > Advanced tab.
2. Select the check box for Prompt for Password When Computer Resumes From Standby.
3. Select the OK button.

At the password prompt that is displayed when resuming from Standby, enter a password that was set in the operating system, not a password that was set in the Setup utility. Passwords set in the operating system and passwords set in the Setup utility can be the same.

Selecting, Creating or Changing a Power Scheme

A Windows power scheme assigns power levels to system components.

Power schemes are typically used to set an optimal balance between performance and power conservation, based on how you use the notebook.

Some settings, such as setting the notebook to turn off the display after a time interval you specify, also provide privacy.

Selecting a Preset Power Scheme

To change the current power scheme to a default or previously set power scheme, use either of the following procedures:

- Double-click the Power Meter icon in the taskbar, then select any displayed power scheme.
- Select Start > Control Panel > Performance and Maintenance icon > Power Options icon > Power Schemes tab, select a power scheme from the power schemes list, then select the OK button.

Creating or Changing a Power Scheme

To set or change a power scheme:

1. Select Start > Control Panel > Performance and Maintenance icon > Power Options icon > Power Schemes tab. Then:
 - To set a new power scheme, select the Save As button, type a name for the new scheme in the field for Save This Power Scheme As, then select the OK button. (The new scheme is displayed in the Power Schemes field on the Power Schemes tab.) You can now select settings for the new power scheme from the Settings lists.
 - To change the settings in an existing power scheme, select the Power Scheme from the Power Schemes list, then select settings from the Settings lists.
2. Select the OK button.

CD and DVD Software

Using CDs and DVDs

The Windows Media Player section of this chapter explains how to play audio CDs, the WinDVD section explains how to play DVDs and video CDs, and the Easy CD Creator section explains how to create and copy CDs. Before proceeding to those sections, Compaq strongly recommends that you read the following general information about using CDs or DVDs with any software.

The availability of CD and DVD drive software varies by notebook model and the type of internal optical drive.

Protecting Playback



CAUTION: Inserting or removing any device while running any multimedia application may pause or stop the play.



CAUTION: Initiating Standby or Hibernation while playing a drive medium may stop the play or diminish the quality of the play.

If Standby or Hibernation is accidentally initiated during playback:

- If you see the warning message “Putting the computer into Hibernation or Standby may stop the playback. Do you want to continue?” select No. (Audio and video may resume or you may need to restart the drive medium.)
- If Standby or Hibernation initiates and no warning message is displayed, resume from Hibernation or Standby by briefly pressing the power button, then restart the medium.

For more information about Standby and Hibernation, see the “Power” chapter.

Using the CD and DVD Hotkeys

Four of the hotkeys on your keyboard perform many of the same tasks as on-screen controls in Windows Media Player or WinDVD. These hotkeys are combinations of the **Fn** key ❶ and the **F9** through **F12** function keys ❷.

All audio CDs and DVDs respond to **Fn+F9** through **Fn+F12** hotkey commands, but video CDs (VCDs) may not.

- To play, pause, or resume an audio CD or DVD, press the **Fn+F9** hotkeys.
- To stop an audio CD or DVD, press the **Fn+F10** hotkeys.
- To play the previous track of an audio CD or DVD, press the **Fn+F11** hotkeys.
- To play the next track of an audio CD or DVD, press the **Fn+F12** hotkeys.

For more information about hotkeys, refer on this CD to the *Hardware Guide*, “Pointing Device and Keyboard” chapter.



Identifying the Fn key and the F9 through F12 function keys (Key locations vary by region and model.)

Copyright Warning

It is a criminal offense, under applicable copyright laws, to make unauthorized copies of copyright-protected material, including computer programs, films, broadcasts, and sound recordings. This notebook should not be used for such purposes.

Using Windows Media Player

Use Windows Media Player primarily for playing audio CDs. Although video CDs can be played using Windows Media Player, InterVideo WinDVD provides higher playback quality.

To open Windows Media Player, insert a CD into the optical drive, then close the tray. Wait several seconds. If Windows Media Player does not open, select Start > All Programs > Windows Media Player.

To play or stop the CD, use the on-screen Play button or Stop button, or use the media hotkeys described in “Using the CD and DVD Hotkeys,” earlier in this chapter.

Using WinDVD

WinDVD is an application that enables you to play DVD movies or video CDs. If WinDVD is included with your notebook, the application is preinstalled.

Playing a DVD or Video CD

For best playback quality, save your files and close all open applications before playing a DVD.

If a DVD displays a Playback Of Content From This Region Is Not Permitted error message, stop the DVD, change the region setting, then restart the DVD. For information about changing the region setting, see “Managing DVD Region Settings,” next in this chapter.

To play a DVD or video CD:

1. Insert the DVD or video CD into the optical drive.
2. If WinDVD does not open after a short pause, select Start > All Programs > InterVideo WinDVD > InterVideo WinDVD.
3. Follow the instructions on the screen.

Managing DVD Region Settings

Most DVDs that contain copyrighted files also contain region codes. The region codes help protect copyrights internationally.

You can play a DVD containing a region code only if the region code on the DVD matches the region setting on your DVD drive.

If the region code on a DVD does not match the region setting on your drive, a Playback Of Content From This Region Is Not Permitted message is displayed when you insert the DVD. To play the DVD, you must change the region setting on your DVD drive.



CAUTION: The region setting on your DVD drive can be changed only 5 times.

- The region setting you select the fifth time becomes the permanent region setting on the drive.
 - The number of allowable region changes remaining on the drive is displayed in the Remaining Times Until Permanent field in the WinDVD window. The number in the field includes the fifth and permanent change.
-

To change the region setting on drive media:

1. Insert the DVD into the optical drive.
2. If WinDVD does not open after a short pause, select Start > All Programs > InterVideo WinDVD > InterVideo WinDVD.
3. Select the Properties icon in the lower right corner of the window.
4. Select the General tab.
5. Select the button for the region.
6. Select the OK button.

Using Easy CD Creator

This section provides procedures for creating and copying CDs and DVDs with Easy CD Creator. If Easy CD Creator is included with your notebook, the Easy CD Creator software is provided on the *Easy CD Creator Basic* CD.

Understanding Easy CD Creator Features

Easy CD Creator is a transfer utility that enables you to create or duplicate optical drive media.

Easy CD Creator includes 2 applications: DirectCD and Easy CD Creator. The Easy CD Creator application includes CD Copier.

- Use DirectCD with Windows Explorer to drag-and-drop data files between your hard drive and a CD or between your hard drive and a network drive. DirectCD is often used to back up data files or to share them with other people. Although DirectCD can be used with most application data files, including Microsoft Office data files, it cannot be used with audio files such as MP3 files.
- Use Easy CD Creator, which includes CD Copier, to copy either data files such as Microsoft Office files, or audio files such as MP3 files, to a CD.
 - ❑ Use Easy CD Creator to copy individual audio files to a CD, for example, to create a CD containing only your favorites.
 - ❑ Use CD Copier to duplicate a CD.

Installing Easy CD Creator

If Easy CD Creator software is included with the notebook, it is provided on a CD.

Installing the Software



CAUTION: To prevent file corruption and damage to components, do not install the software while the notebook is running on battery power or when the external power supply is uncertain.

To install Easy CD Creator software from a CD:

1. Save and close any open files or applications.

2. Insert the *Easy CD Creator Basic* CD into the optical drive, then close the tray. If AutoPlay is enabled, an installation menu is displayed. If the installation menu does not display, select Start > Run. Then type:

x:\setup.exe

(where X is your optical drive designation)



A drive designation is a letter of the alphabet that the notebook uses to identify the drive. To display the drive designation of every drive in the system, double-click the My Computer icon on the desktop.

3. Select the OK button.
4. On the installation menu, Compaq recommends that you select the Complete installation. To do so, select the Complete button, then follow the instructions on the screen.
5. When installation is complete and you are prompted to restart the notebook, select Yes.

Enabling Auto Insert Notification

When the notebook restarts after the installation is complete, you may be prompted to enable Auto Insert Notification.

Auto Insert Notification is an operating system option that turns AutoPlay on or off. AutoPlay can run a program on a data medium or open an audio or video medium as soon as the medium is inserted into a drive and the drive tray is closed.

You cannot use DirectCD unless Auto Insert Notification is enabled.

Compaq recommends that you enable Auto Insert Notification:

1. Select Yes at the Auto Insert Notification prompt.
2. Follow the instructions on the screen.
3. When the procedure displayed on the screen is complete, restart the notebook.

Auto Insert Notification is enabled when the notebook restarts.

Preparing to Use Easy CD Creator



CAUTION: To prevent loss of work and damage to a CD:

- Before writing to a CD, connect the notebook to a reliable external power source.
 - Before writing to a CD, close all open applications (including screen savers and antivirus software) except Easy CD Creator Basic.
 - Do not copy directly from a CD to another CD or from a network drive to a CD. Instead, copy from a CD or a network drive to your hard drive, then copy from your hard drive to the CD.
 - Do not type on the notebook keyboard or move the notebook while the notebook is writing to a CD. The write process is sensitive to vibration.
-

Planning Your Source and Destination Drives

If you plan to use a network drive during a copying procedure, do not copy directly from the source drive (the drive you are copying *from*) to the destination drive (the drive you are copying *to*). Instead, copy from the source drive to your hard drive. Then copy from your hard drive to the destination drive.

Choosing Recording Media

Compaq recommends using high-quality media that correspond to the maximum speed of the optical drive.

The notebook can write or copy to CD-Rs (which provide one-time, non-erasable recording) or to CD-RWs (which provide erasable recording.)

Responding to the UDF Prompt

The first time you insert a CD-RW into an optical drive, you may be prompted to install Universal Disk Format (UDF) Reader.

When UDF Reader is installed, a CD created with DirectCD on your notebook can be used in another computer on which DirectCD is not installed.

Compaq recommends that you install UDF Reader.



Even if UDF Reader is installed on your notebook, a CD-R created with DirectCD software can be used in a compatible CD-ROM drive only if you select the Rearrange the Files option as you create the CD-R.

Formatting Recording Media

You can purchase optical drive media that either are or are not formatted for DirectCD.

- To use DirectCD, use a CD formatted for DirectCD.
- To use Easy CD Creator or CD Copier, do not use a CD formatted for DirectCD.

To erase DirectCD formatting from a CD-RW so the CD-RW can be used with Easy CD Creator or CD Copier:

1. Insert the CD into the optical drive. (If you are prompted to install UDF Reader, see “Responding to the UDF Prompt,” earlier in this section.)
2. Select Start > All Programs > Easy CD Creator Basic > CD-RW Eraser.
3. Select the Erase button.
4. Select the OK button.

Selecting Easy CD Creator Settings

To use DirectCD, Easy CD Creator, or CD Copier, the settings shown in the following table must be selected. These settings are compatible, for example, the settings for DirectCD do not conflict with the settings for CD Copier.

The Easy CD Creator software installs with all of these settings selected. Before beginning any copying procedure, you may want to confirm that these settings have not been changed.

Application	Required Settings
DirectCD	Enable Auto Insert Notification
Easy CD Creator	Disable Disk-at-Once and Enable Track-at-Once
CD Copier	Disable Disk-at-Once

Enabling Auto Insert Notification

Auto Insert Notification settings are selected through the operating system. To verify or change Auto Insert Notification settings, see the “Installing Easy CD Creator” section, “Enabling Auto Insert Notification.”

Disabling Disk-at-Once

Disk-at-once settings are in Easy CD Copier. To select them:

1. Select Start > All Programs > Roxio Easy CD Creator 5 > Applications > CD Copier.
2. Select the Advanced tab.
3. Clear the Disk-at-Once check box.
4. Select the Set as Default button.

Enabling Track-at-Once

Track-at-once settings are in Easy CD Creator. To select them:

1. Select Start > All Programs > Roxio Easy CD Creator 5.
2. The fourth item on the status bar at the lower edge of the CD Project window indicates whether Track-at-Once or Disk-at-Once is selected.
 - If Track-at-Once is displayed on the status bar, Track-at-Once is already enabled.
 - If Disk-at-Once is selected, double-click Disk-at-Once to enable Track-at-Once.

Accessing Easy CD Creator Help

To access the procedures for using DirectCD, Easy CD Creator, and CD Copier, select Start > All Programs > Roxio Easy CD Creator 5 > Project Selector > Help radio button.

Starting Up from the Optical Drive

By default, the notebook starts up from the internal hard drive. You can set the notebook to start up from a bootable CD or DVD in the optical drive. A bootable CD or DVD contains files needed by the notebook to start up and operate properly. On some models, you can also start up from a hard drive or a bootable medium in a removable storage drive connected to the notebook by USB.

Startup preferences are set in the Setup utility. The Setup utility is not a Windows utility and does not support the TouchPad.

To open the Setup utility, turn on or restart the notebook, then press **F10** before Windows opens and while the F10 = ROM Based Setup prompt is displayed in the lower left corner of the screen.

For more information about using the Setup utility, see the “Setup and Support Utilities” chapter.

Software Updates and Restorations

Updating Software

For optimal notebook performance and to make sure your notebook remains compatible with changing technologies, Compaq recommends that you install the latest versions of Compaq software as they become available.

To update Compaq software:

1. Prepare for any update by identifying your notebook type, series or family, and model. Prepare for a ROM (read-only memory) update by identifying the ROM version currently installed on the notebook.
2. Access the updates on your local Compaq Web site.
3. Download and install the updates.



The notebook ROM stores the BIOS (basic input-output system). The BIOS determines how the notebook hardware interacts with the operating system and external devices and also supports such notebook services as time and date.

Preparing for a Software Update

If your notebook connects to a network, Compaq recommends that you consult with your network administrator before installing any software updates, particularly a ROM update.

Accessing Notebook Product Information

To access the updates for your notebook, you will need the following information:

- The product *category* is Notebook.
- The product *family name* and *series number* are printed in the bottom of the display bezel.
- More complete *model* information is provided on the serial number label on the underside of the notebook.

The product name, notebook model, and notebook serial number are also displayed in the same section of the Setup utility that displays ROM information.

Accessing Notebook ROM Information

To determine whether an available ROM update is a later ROM version than the ROM version currently installed on the notebook, you need to know the version of the currently installed ROM.

ROM information is displayed in the Setup utility. The Setup utility is a non-Windows utility that does not support the TouchPad. For complete information about using the Setup utility, see the “Setup and Support Utilities” chapter.

1. To open the Setup utility, turn on or restart the notebook.
2. Before Windows opens and while the F10 = ROM Based Setup prompt is displayed in the lower left section of the screen, press **F10**.
3. Use the arrow keys to select the Exit menu, then press **enter**.

4. Use the down arrow key to select System Info, then press **enter**. (The ROM version and date are displayed in the System BIOS Version field.)
5. To close the System Info window and exit the Setup utility without changing any settings:
 - a. Press **enter** to close the window.
 - b. Use the arrow keys to select the Exit menu, then press **enter**.
 - c. Use the arrow keys to select Exit (No Save), then press **enter**.

Obtaining Software from the Internet

Most software at the Compaq Web site is packaged in a compressed file called a SoftPaq. Some ROM updates may be packaged in a compressed file called a RomPaq. Other ROM updates may be provided as a CPQFlash SoftPaq.

Most download packages contain a file named Readme.txt. A Readme.txt file contains detailed descriptive, installation, and troubleshooting information about the download. The Readme.txt files included with RomPaqs are English only.

The following sections provide instructions for downloading and installing:

- A ROM update.
- A SoftPaq containing an update other than a ROM update.

Downloading and Installing a System ROM Update



CAUTION: To prevent serious damage to the notebook or an unsuccessful installation, download and install a ROM update only while the notebook is connected to reliable external power using the AC adapter or a DC cable. (Do not download or install a ROM update while the notebook is running on battery power.) During the download and installation:

- Do not unplug the notebook from the electrical outlet.
 - Do not shut down the notebook.
-

Downloading a ROM Update:

1. Access the page at the Compaq Web site that provides software for your notebook: Select Start > Help and Support, then select a software update link. Or, visit the Compaq Web Site at:
<http://www.compaq.com/athome/support/>
2. Follow the instructions on the screen to identify your notebook and access the ROM update you want to download.
3. At the download area:
 - a. Record the date, name, or other identifier of any ROM update that is later than the ROM currently installed on your notebook. (You may need to identify the update later, after it has been downloaded to the hard drive.)
 - b. Record the default or custom location on the hard drive to which the ROM package will download. (You may need to access the ROM package after it has been downloaded.)
 - c. Follow the online instructions to download your selection to the hard drive.

Installing a ROM Update

ROM installation procedures vary. Follow any instructions that are displayed on the screen after the download is complete. If no instructions are displayed:

1. Open Windows Explorer. To open Windows Explorer from the Start button, select Start > All Programs > Accessories > Windows Explorer.
2. In the left pane of the Windows Explorer window, select My Computer > your hard drive designation, which is typically Local Disk (C:). Then follow the path you recorded earlier to the folder on your hard drive containing the update.
3. To begin the installation, double-click the folder. Or, open the folder, then double-click the file with an .exe extension, for example, Filename.exe. (The ROM update installation begins.)
4. To complete the installation, follow the instructions on the screen.



After a message on the screen reports a successful installation, you can delete the downloaded file from the destination folder.

Downloading and Installing a Non-ROM SoftPak

To update software other than a ROM update:

1. Access the page at the Compaq Web site that provides software for your notebook: Select Start > Help and Support, then select a software update link. Or, visit the Compaq Web site at:
<http://www.compaq.com/athome/support/>
2. Follow the instructions on the screen to identify your notebook and access the SoftPak you want to download.

3. At the download area:
 - a. Write down the date, name, or other identifier of the SoftPaq you plan to download. (You will need to identify the update later, after it has been downloaded to the hard drive.)
 - b. Follow the online instructions to download the SoftPaq to the hard drive.
4. When the download is complete, open Windows Explorer. To open Windows Explorer from the Start button, select Start > All Programs > Accessories > Windows Explorer.
5. In the left pane of the Windows Explorer window, select My Computer > your hard drive designation, which is typically Local Disk (C:) > Compaq.
6. In the Compaq folder, select the name or number of the software package you have downloaded.
7. Select the file that includes an .exe extension, for example, Filename.exe. (The installation begins.)
8. To complete the installation, follow the instructions on the screen.



After a message on the screen reports a successful installation, you can delete the downloaded file from the Compaq folder.

Restoring Software

A *Compaq QuickRestore* CD included with the notebook provides all the software that was preinstalled or preloaded on your notebook and instructions for restoring it.

Use QuickRestore to restore the notebook factory image. The factory image is the original software on your notebook when it was shipped.

- When you restore the factory image:
 - The notebook reverts to the original factory settings.
 - Software you installed after the initial software setup, including drivers, applications, or utilities, is erased.
- To reinstall applications and utilities that are preloaded but not preinstalled on the factory image:
 1. Restore the factory image as instructed on the documentation included with the QuickRestore CD.
 2. Select Start > All Programs > Software Setup.
 3. Select the software you want to install, then follow the instructions on the screen.
- For information about using a QuickRestore CD to start up the notebook, refer to the documentation included with and on the QuickRestore CD.



CAUTION: To prevent an unsuccessful restoration, use a QuickRestore CD only while the notebook is connected to reliable external power using the AC adapter or a DC cable. Do not use a QuickRestore CD during an electrical storm or while the notebook is running on battery power.

During a restoration:

- Do not unplug the notebook from the electrical outlet.
 - Do not shut down the notebook.
 - Do not initiate Standby or Hibernation.
-

Installing a Retail Version of an Operating System

The Windows operating system provided on the notebook or on a *Compaq QuickRestore* CD is enhanced by Compaq. The Compaq enhancements add power and security features and provide supplementary support for external devices such as drives and PC Cards.



CAUTION: Replacing an operating system enhanced by Compaq with a retail version of an operating system will result in the loss of all Compaq enhancements. In some cases, the loss of these enhancements may result in an unresponsive system or the loss of complete USB support.

Setup and Support Utilities

Using the Setup Utility

The Setup utility is a preinstalled, ROM-based information and customization utility that can be used even when your operating system is not working or will not load.

The utility reports information about the notebook and provides settings for startup, Compaq password, port, Setup utility appearance, and other preferences.

Opening the Setup Utility

To access most settings:

1. Start up or restart the notebook.
2. Before Windows opens and while the F10 = ROM Based Setup prompt is displayed in the lower left corner of the screen, press **F10**.

On some models, you must start up (not restart) the notebook to access the settings for a hard drive password.

Navigating and Selecting in the Setup Utility

Because the Setup utility is not Windows-based, it does not support the TouchPad. Navigation and selection is by keystroke.

- To navigate, use the up and down arrow keys or **tab**.
- To select an item, use the arrow keys to select the item, then press **enter** or an on-screen OK button.
- To close a display but remain in the Setup utility, press **esc**.

An on-screen guide to navigation and selection is displayed at the lower edge of most Setup utility submenu screens. To minimize keystrokes by using the <Alt> Key Activates Accelerators feature:

1. Press and hold **alt**. (A letter or number in most on-screen items is highlighted.)
2. Press the keyboard key corresponding to the highlighted letter or number in the item you want to select.

For example, to select an on-screen OK button, press **alt**. When the “O” in OK is highlighted, press **O**.

Restoring Setup Utility Default Settings

To return all Setup utility settings to default values, select Exit menu > Default Settings. (Identification information, including ROM version information, is retained.)

Exiting the Setup Utility

The Setup Utility exit options are on the Exit menu. When you select either option, Windows opens after the Setup utility closes.

- To close the utility and save your changes from the current session, select Save and Exit.
- To close the utility without saving changes from the current session, select Exit (No Save).

Using the Compaq Support Utilities

If you cannot solve a notebook problem by using the documentation on this CD, you may need to contact Compaq.

Using Compaq Help & Support

To access Compaq Help & Support, select Start > Help and Support. In the Compaq Help & Support pane of the Help and Support Center window are links to support features within the notebook and to support areas of the Compaq Web site.

Obtaining Support Telephone Numbers

To obtain a list of worldwide Technical Support telephone numbers, use either of the following methods:

- Select Start > Control Panel > Performance and Maintenance icon > System icon. Then, near the lower edge of the System Properties window, select the Support Information button.
- Refer to the printed *Worldwide Telephone Numbers* booklet included with the notebook in English only.

Preparing to Call Technical Support

To provide the fastest possible resolution of your problem, have the notebook and the following information available when you call:

- Serial number and model description, which are provided on the product identification label on the underside of the notebook.
- Purchase date on the invoice.
- Conditions under which the problem occurred.
- Error messages that have been displayed.
- Operating system version number and registration number.

- To display the operating system version number and registration number, select Start > Control Panel > Performance and Maintenance icon > System icon > General tab.
- Brand and model of an optional printer.

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