Software Updates
User Guide

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First Edition: June 2008

Document Part Number: 487463-001

Product notice

This user guide describes features that are common to most models. Some features may not be available on your computer.

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Updating software

Updated versions of the software provided with your computer are available either through the HP Software Update utility or on the HP Web site.

The Software Update utility automatically checks for software updates from HP. The utility runs every 30 days and provides a list of support alerts, such as security enhancements, and optional software and driver updates.

You can manually check for updates at any time by selecting **Start > Help and Support > Update Software & Drivers** and following the on-screen instructions.

Most software on the HP Web site is packaged in compressed files called *SoftPaqs*. Some BIOS updates may be packaged in compressed files called *ROMPaqs*.

Some download packages contain a file named Readme.txt, which contains information regarding installing and troubleshooting the file. (Readme.txt files included with ROMPaqs are provided in English only.)

You can also access software updates by obtaining the *Support Software* disc (purchased separately). This disc includes device drivers, BIOS updates, and utilities.

To purchase the current *Support Software* disc or a subscription that provides both the current version and future versions of the disc, follow these steps:

1. Open your Internet browser, and go to http://www.hp.com/support.
2. Select your country or region.
3. Click the option for software and driver downloads, and then type your computer model number in the product box.
4. Press enter.
5. Follow the on-screen instructions.

To update the software using a *Support Software* disc, follow these steps:

1. Insert the *Support Software* disc into the optical drive.
2. Follow the on-screen instructions.

To update the software using the HP Web site, follow these steps:

1. Identify your computer model, product category, and series or family. Prepare for a system BIOS update by identifying the BIOS version currently installed on the computer. For details, refer to the "Determining the BIOS version" section.

   If your computer is connected to a network, consult the network administrator before installing any software updates, especially system BIOS updates.

   NOTE: The computer system BIOS is stored on the system ROM. The BIOS initializes the operating system, determines how the computer will interact with the hardware devices, and provides for data transfer among hardware devices, including the time and date.

2. Open your Internet browser, and go to http://www.hp.com/support.

3. Select your country or region.

4. Click the option for software and driver downloads, and then type your computer model number in the product box.

5. Press enter.

6. Follow the on-screen instructions.

Updating the BIOS

To update the BIOS, first determine what BIOS version you currently have, and then download and install the new BIOS.

Determining the BIOS version

BIOS version information (also known as *ROM date* and *System BIOS*) can be displayed by pressing fn+esc (if you are already in Windows®) or by using Computer Setup.

To use Computer Setup for displaying BIOS information, follow these steps:

1. Turn on or restart the computer, and then press esc while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.
2. Press f10 to enter BIOS setup.
3. Use a pointing device or the arrow keys to select **File > System Information**.
4. Press esc to return to the **File** menu.
5. Click **Exit** in the lower-left corner of the screen, and follow the on-screen instructions.

   – or –

   Use the arrow keys to select **File > Ignore change and exit**, and then press enter.

Downloading a BIOS update

△ **CAUTION:** To prevent damage to the computer or an unsuccessful installation, download and install a BIOS update only when the computer is connected to reliable external power using the AC adapter. Do not download or install a BIOS update while the computer is running on battery power, docked in an optional docking device, or connected to an optional power source. During the download and installation, follow these instructions:

Do not disconnect power from the computer by unplugging the power cord from the AC outlet.

Do not shut down the computer or initiate Standby or Hibernation.

Do not insert, remove, connect, or disconnect any device, cable, or cord.

To download a BIOS update:

NOTE: BIOS updates are posted as needed. A newer BIOS update may not be available for your computer. It is recommended that you check the HP Web site periodically for BIOS updates.

1. Open your Internet browser, go to http://www.hp.com/support, and then select your country or region.
2. Click the option for software and driver downloads, type your computer model number in the product box, and then press enter.
3. Click your specific product from the models listed.
4. Click your operating system.

5. Follow the on-screen instructions to access the BIOS update you want to download. Make a note of the download date, name, or other identifier. You may need this information to locate the update later, after it has been downloaded to your hard drive.

6. At the download area, perform these steps:

   a. Identify the BIOS update that is newer than the BIOS version currently installed on your computer.

   b. Follow the instructions on the screen to download your selection to the hard drive.

      Make a note of the path to the location on your hard drive where the BIOS update will be downloaded. You will need to access this path when you are ready to install the update.

NOTE: If you connect your computer to a network, consult the network administrator before installing any software updates, especially system BIOS updates.

BIOS installation procedures vary. Follow any instructions that are displayed on the screen after the download is complete. If no instructions are displayed, follow these steps:

1. Open Windows Explorer by selecting **Start > My Computer**.

2. Double-click your hard drive designation. The hard drive designation is typically Local Disk (C:).

3. Using the hard drive path you recorded earlier, open the folder on your hard drive that contains the update.

4. Double-click the file that has an .exe extension (for example, *filename*.exe).

   The BIOS installation begins.

5. Complete the installation by following the instructions on the screen.

NOTE: After a message on the screen reports a successful installation, you may delete the downloaded file from your hard drive.

Updating programs and drivers

1. Open your Internet browser, go to http://www.hp.com/support, and select your country or region.
2. Click the option for software and driver downloads, type your computer model number in the product box, and then press enter.

   – or –

   If you want a specific SoftPaq, type the SoftPaq number in the Search box, at the top-right corner of the screen. Then press enter, and follow the instructions provided. Proceed to step 6.
3. Click your specific product from the models listed.
4. Click your operating system.
5. When the list of updates is displayed, click an update to open a window containing additional information.
6. Click **Download**.
7. Click **Run** to install the updated driver without downloading the file.

   – or –

   Click **Save** to save the file to your computer. When prompted, select a storage location on your hard drive.

   After the file is downloaded, navigate to the folder where the file was stored, and double-click the file to install the update.
8. If prompted to do so, restart your computer after the installation is complete.

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