

# 疑難排解與維護手冊



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## 維護

爲了協助您確保您的電腦運作順暢，以及若未來發生問題時您也可輕易地復原電腦上的重要資訊，本節提供相關作業的資訊。


### 製作資料備份光碟

使用您電腦上安裝的 CD 或 DVD 錄製（或燒錄）軟體（例如：CyberLink Power2Go）來製作重要資訊的備份光碟，其中包括個人檔案、電子郵件訊息以及網站書籤。您也可以將資料移動到外接式硬碟。

以下程序只是備份資料的一種方法，請參閱 [說明及支援] 以取得更多資訊。

- 1 按一下 [Windows Vista 開始按鈕] 、[所有程式]，然後按一下 [CyberLink DVD Suite]。

接著會開啓 CyberLink 註冊視窗。您可以現在或稍後註冊。


- 2 按一下視窗頂端的 [資料] 圖示 。
- 3 按一下 [製作資料 DVD] 或 [製作資料 CD]。

接著會開啓 Power2Go 視窗，其中列出您的資料夾。

- 4 反白選取您要移動的檔案或資料夾，然後按一下

[新增] 圖示 。


- 若要移除某一個檔案，請選取該檔案，然後按

一下 [刪除資料夾] 圖示 。

- 若要移除所有檔案，請按一下 [刪除所有資料

夾] 圖示 。

- 若要在目錄中新建一個資料夾，請按一下 [新

增資料夾] 圖示 。

接著會在目前的目錄中建立資料夾。

- 5 完成新增檔案後，請按一下 [燒錄光碟] 圖示。  
接著會在 [燒錄] 標籤中開啓 [配置 / 資訊] 視窗，以便您設定您的燒錄配置。請使用預設設定。
- 6 將會出現提示您插入光碟的訊息，請依照指示執行動作。  
Power2Go 會開始將資料錄製到光碟，並顯示進度列。
- 7 出現「資料光碟：成功完成」訊息時，請按一下 [確定]。  
接著會自動退出光碟。
- 8 從光碟機取出光碟，標示光碟，然後將光碟置於安全的地方。

寫入資料至備份光碟時，請使用包含「寫入驗證」功能的軟體（CyberLink Power2Go 軟體具有此功能）。此功能可比較您硬碟中的資料與複製到光碟中的資料，以確保備份內容正確無誤。視您使用的光碟燒錄軟體而定，您可能需要手動啓用此功能（請參閱軟體說明文件）。

如果在燒錄時出現問題，請嘗試使用其他媒體（不同類型或其他廠牌的媒體）。另外，請使用 [Windows 檔案總管] 工具來檢視您的檔案，並確認已完成複製內容。若要開啓 [Windows 檔案總管]，請在 [Windows Vista 開始按鈕] 按一下滑鼠右鍵，然後按一下 [檔案總管]。

### 建立系統復原光碟

在您的電腦運作正常時，僅需執行一次此程序。如果您的電腦之後發生問題，您可以使用您建立的系統復原光碟，將電腦還原到原廠設定。

建立系統復原光碟前，請先閱讀第 24 頁的「系統復原」。

## 移除不使用的程式

不使用的程式會佔用記憶體空間，且會減緩電腦運作的速度。如果您有不使用的程式，請按照以下步驟來解除安裝這些程式。

- 1 按一下 [Windows Vista 開始按鈕]，然後按一下 [控制台]。
- 2 按一下 [移除安裝程式]。接著會開啓 [程式和功能] 視窗。
- 3 選取您要移除的程式，然後按一下 [解除安裝]。
- 4 按照螢幕上的指示進行操作。

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**注意事項：**某些程式擁有它們自己的解除安裝功能。如果您無法從 [控制台] 解除安裝某個程式，請參閱該程式的說明文件或線上說明。

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## 使用 Windows Update

檢查更新或排定每月自動更新。（如需詳細資訊，請參閱《開始使用手冊》。）

- 1 按一下 [Windows Vista 開始按鈕]，然後選取 [控制台]。
- 2 在 [安全性] 下，按一下 [檢查更新] 按鈕。
- 3 按一下 [安裝更新]。

## 檢查開機時自動執行的程式

將「啟動程式」功能設定為僅開啓必要的軟體程式，以改善系統速度與效能：

- 1 按一下 [Windows Vista 開始按鈕]、[所有程式]，然後按一下 [Windows Defender]。
- 2 按一下 [工具]。
- 3 按一下 [軟體總管]。
- 4 在 [類別] 清單中，選取 [啟動程式]。
- 5 選取您不想在啟動時執行的程式，然後按一下 [停用]。

## 執行磁碟清理程式

「磁碟清理」程式會藉由移除暫存與不使用的檔案（包括暫存的網際網路檔案與資源回收筒中的檔案）來釋放您的硬碟空間。您可以手動執行「磁碟清理」，或是設定為自動執行。

### 手動執行磁碟清理

- 1 按一下 [Windows Vista 開始按鈕]、[所有程式]、[附屬應用程式]、[系統工具]，然後再按一下 [磁碟清理]。

「磁碟清理」功能會搜尋並刪除檔案，然後計算可節省的磁碟空間。

- 2 勾選您要刪除檔案類型的核取方塊。
- 3 按一下 [確定]，然後按一下 [刪除檔案] 以刪除選取的檔案。

### 排定自動執行磁碟清理的時間

- 1 按一下 [Windows Vista 開始按鈕]、[所有程式]、[附屬應用程式]、[系統工具]，然後再按一下 [工作排程器]。
- 2 按一下 [動作]，然後按一下 [建立基本工作]。
- 3 為該工作輸入名稱與說明（可選擇是否輸入）。
- 4 按一下 [下一步]，接著再按一下 [下一步]。
- 5 選取執行週期，接著按一下 [下一步]。
- 6 選取執行「磁碟清理」的時間，接著按一下 [下一步]。執行「磁碟清理」可能需要一段很長的時間，因此建議您選取電腦開機但未使用的時間。
- 7 選取 [啟動程式]，接著按一下 [下一步]。
- 8 在 [程式或指令碼] 下，按一下 [瀏覽]。
- 9 鍵入 `cleanmgr.exe`，然後按一下 [開啓] 和 [下一步]。
- 10 檢查您設定好的排程摘要。完成後，按一下 [完成]。系統會在您設定的時間執行「磁碟清理」。

## 執行磁碟重組工具程式


Microsoft® Windows Vista® 作業系統在您的硬碟上儲存檔案時，經常會將檔案分成許多片段（或稱零散區段），以將檔案適當放入硬碟上的可用空間。開啓分散的檔案時，會需要較長的時間來執行開啓程序，因為必須從多個地方擷取該檔案。

「磁碟重組工具」程式會將您硬碟上分散的檔案重組在一起，以改善電腦效能。這不會影響您電腦上檔案和資料夾的位置編排。

**注意事項：**「磁碟重組工具」程式需要一段較長的時間來完成。您可以在晚上執行這個工作，且無需看守。

- 1 儲存您的作業並關閉所有開啓的程式。
- 2 同時按 **Ctrl-Alt-Delete** 鍵。
- 3 按一下 [**啓動工作管理員**]。
- 4 在 [**應用程式**] 標籤上，選取所有列出的程式，然後按一下 [**結束工作**]。關閉工作管理員。
- 5 按一下 [**Windows Vista 開始按鈕**]、[**所有程式**]、[**附屬應用程式**]、[**系統工具**]，然後按一下 [**磁碟重組工具**]。
- 6 按一下 [**立即重組**]。

如果「磁碟重組工具」重複啓動，則表示有背景程式仍在存取硬碟。在「安全模式」下重新啓動電腦，然後再次執行「磁碟重組工具」程式。

- 1 按一下 [**Windows Vista 開始按鈕**]，按一下 [**鎖定**] 按鈕旁的  按鈕，接著按一下 [**重新啓動**]。
- 2 第一個標誌畫面出現時馬上按下 **F8** 鍵。
- 3 在 [**Windows 進階選項**] 功能表中，使用方向鍵選取 [**安全模式**]，接著按 **Enter**。
- 4 Windows Vista 啓動後，請使用上述程序執行「磁碟重組工具」程式。
- 5 若要關閉「安全模式」，請重複步驟 1。

## 檢查硬碟錯誤

執行下列程序檢查 Windows Vista 中的硬碟完整性。開始執行硬碟檢查以前，請關閉所有開啓的程式。

- 1 按一下 [**Windows Vista 開始按鈕**]，接著按一下 [**電腦**]。
- 2 在您要檢查的硬碟上按一下滑鼠右鍵，然後再按一下 [**內容**]。
- 3 按一下 [**工具**] 標籤。
- 4 在 [**檢查錯誤**] 下按一下 [**立即檢查**]。
- 5 若有需要，請勾選 [**自動修正檔案系統錯誤**] 和 [**掃描和嘗試恢復損毀的磁區**] 核取方塊。
- 6 按一下 [**開始**]。如果系統提示您重新啓動電腦，請按一下 [**是**]。  
電腦會重新啓動，並檢查硬碟是否有錯誤。

## 了解硬碟空間

預先安裝 Windows Vista 作業系統的 Hewlett-Packard 和 Compaq 電腦，其硬碟可能比產品規格、說明文件或包裝箱上所陳述的規格還小。製造商所描述及宣稱的硬碟空間是以十進制 (**base 10**) 來計算的。Windows Vista 與其他程式（例如：FDISK）則是使用二進制 (**base 2**) 計算系統。

在十進位記數法中，1 個 Megabyte (MB) 等於 1,000,000 個位元組，而 1 個 Gigabyte (GB) 等於 1,000,000,000 個位元組。在二進位記數系統中，1 個 Megabyte 等於 1,048,576 個位元組，而 1 個 Gigabyte 等於 1,073,741,824 個位元組。因為記數系統不同，所以 Windows Vista 記錄的大小與製造商宣稱的不同。其實兩者所描述的硬碟儲存空間是相同的。

Windows Vista 在 [**Windows 檔案總管**] 工具與 [**電腦**] 視窗中報告的容量較小，因為它一次只顯示硬碟上一個分割區的資料。其中一個磁碟分割區會包含系統復原資訊。

## 保持電腦遠離灰塵

保持電腦遠離灰塵可延長電腦使用壽命。灰塵、動物毛髮和其他塵埃會不斷堆積，因而產生毛毯效應，如此一來，電腦組件會過熱，且將無法順利且有效率地使用鍵盤和滑鼠。請每個月檢查一次您的系統，查看是否明顯覆蓋一層灰塵和堆積物，並大約每三個月清潔一次。

### 清潔電腦和顯示器

- 1 拔下電腦的電源線。
- 2 拔下顯示器的電源線。
- 3 使用乾淨的乾布來擦除電腦外殼和顯示器上的灰塵。
- 4 使用以溫水沾溼的乾淨濕布來擦拭電腦外殼和顯示器外殼。

請勿用水清潔顯示器螢幕。

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**注意事項：**如果電腦或顯示器外殼上有撕除貼紙痕跡或濺到液體，請使用異丙醇或外用酒精和不含絨毛的布擦拭。

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- 5 使用乾淨的布擦乾電腦與顯示器外殼。
- 6 使用乾淨的乾布清潔顯示器螢幕，或者使用防靜電螢幕清潔劑和乾淨的布來加強清潔。

### 清潔通風孔

通風孔可以冷卻電腦和顯示器的溫度。若要維持通風孔的效用，請使用電池式小型吸塵器來清潔通風孔。（電池式吸塵器可減少電擊的危險性。）

- 1 使用吸塵器清潔電腦外殼和顯示器外殼的通風孔。
- 2 吸除任何堆積在電腦連接埠（例如：乙太網路與 USB 連接埠）周圍的堆積物。

### 清潔鍵盤和滑鼠

清潔鍵盤時，請使用設為低速的電池式吸塵器，以防按鍵上蓋與彈簧脫落。

- 1 在鍵盤按鍵間沿著溝槽吸除灰塵。
- 2 使用乾淨的乾布和異丙醇酒精來清潔鍵盤按鍵上以及按鍵邊緣的堆積物。
- 3 使用清潔抹布或布與清潔劑來擦拭滑鼠與滑鼠連接線。

如果您使用的是滾球式滑鼠，請清潔滾球和滾輪內部：

- 1 將滑鼠的底部朝上。
- 2 以逆時針方向旋轉滾球蓋以取下外蓋和滾球。
- 3 使用肥皂溫水沖洗滾球。
- 4 使用沾異丙酮酒精的棉花棒清潔滑鼠內的滾輪。
- 5 滾球與滾輪完全乾燥後，裝回滾球與滾球外蓋。



## 電腦問題疑難排解

疑難排解表格會以下列順序出現：

- 音訊
- CD 和 DVD 光碟機
- 視訊
- 螢幕（顯示器）
- 硬碟
- 硬體安裝
- 連線上網
- 鍵盤和滑鼠
- 電源
- 效能
- 藍芽無線裝置
- 其他事項

如需更多關於顯示器問題的資訊，或是與您的印表機相關的特定問題，請參閱該產品製造商所提供的說明文件。

### 音訊

徵兆	可能的解決方法
無法發出聲音。	<p>按鍵盤上的 [Mute] 按鈕，檢查是否啟動「靜音」功能。</p> <p>或</p> <ol style="list-style-type: none"><li>1 按一下 [Windows Vista 開始按鈕]，然後按一下 [控制台]。</li><li>2 按一下 [硬體和音效]，接著按一下 [調整系統音量]。</li><li>3 如果程式變成靜音，請按一下 [靜音] 按鈕解除靜音。</li></ol> <hr/> <p>如果您使用內建的顯示器喇叭，那麼請使用顯示器前面板的音量按鈕來調整音量。使用前面板按鈕進入螢幕視控顯示 (OSD) 以確保已開啓音訊且適當設定音量。</p> <hr/> <p>按一下工作列上的 [音量] 圖示 ，或者使用鍵盤控制鍵來提高音量。</p> <hr/> <p>請確定已開啓有電源鈕的（主動式）喇叭。</p> <hr/> <p>關閉電腦並重新連接喇叭。確定喇叭已連接到音訊連接埠，而不是連接到 Line In 或耳機連接埠。</p> <hr/> <p>按下 [Sleep] 按鈕（僅限部分型號）或鍵盤上的 Esc 鍵以離開睡眠模式。</p> <hr/> <p>若有耳機連接在電腦上，請拔下耳機。</p>

## 音訊（續上頁）

### 徵兆

播放某些音訊檔案時出現轉碼器錯誤訊息。

### 可能的解決方法

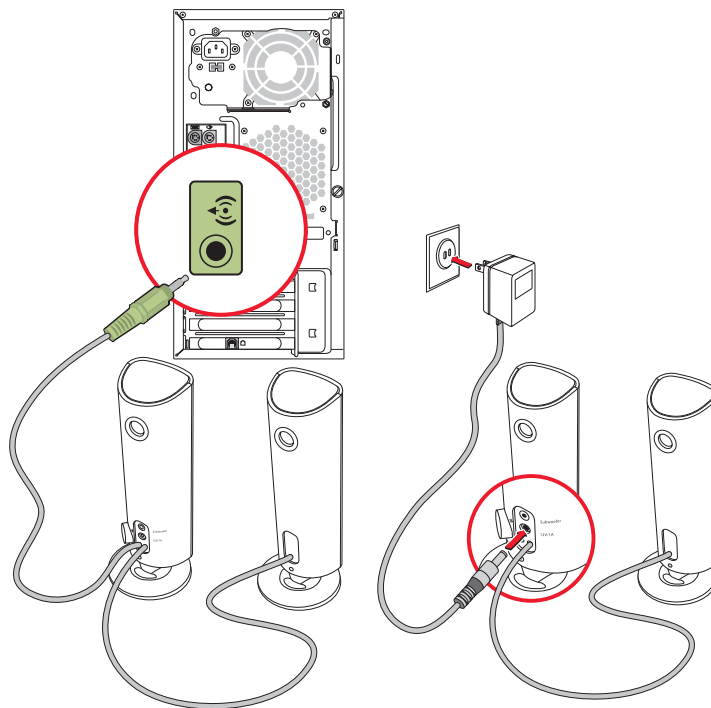
在 Windows Media Player 中開啓檔案。請確認已將 Windows Media Player 設定為自動下載轉碼器。

- 若有正確的轉碼器，便可播放檔案。請注意，您必須連線到網際網路才能下載轉碼器檔案。
- 若沒有正確的轉碼器，請檢查 Windows Media Player 是否可取得更新。

如需更多相關資訊，請開啓 Windows Media Player 說明，然後搜尋「轉碼器」。

音量太小或音質不佳。

分離式無電源喇叭（沒有個別電源線的喇叭）無法產生令人滿意的聲音。請以有電源的喇叭來取代無電源喇叭。有電源的喇叭具有電源線和電源按鈕，而且必須連接到電腦背面的音訊輸出（綠色）接頭。



## CD 和 DVD 光碟機

徵兆	可能的解決方法
CD 或 DVD 光碟機無法讀取光碟或是過了許久仍未啓動。	<p>請確定已放入光碟，且標籤朝上，置中放在托槽中。</p> <hr/> <p>至少等候 30 秒，讓光碟機辨識媒體類型。</p> <hr/> <p>使用大部分電腦商店都有販售的光碟清潔套件來清潔光碟。</p> <hr/> <p>驅動程式已毀壞或過期。如需還原和更新驅動程式的詳細資訊，請參閱第 22 頁的「更新驅動程式」。</p>
我無法取出 CD 或 DVD。	<p>開啓電腦並按 [Eject] 按鈕開啓托槽。</p> <p>如果您懷疑問題出在 [Eject] 按鈕本身：</p> <ol style="list-style-type: none"><li>1 按一下 [Windows Vista 開始按鈕]，然後按一下 [電腦]。</li><li>2 在您要開啓的 CD 或 DVD 光碟機上按一下滑鼠右鍵。</li><li>3 從功能表中選取 [退出]。</li></ol>
我的迷你光碟掉入電腦中。	<p>在所有 Slimline 電腦中，CD/DVD 光碟機皆以垂直方向安裝。標準大小的 CD 和 DVD 可以垂直放入光碟機中，但如果您使用迷你光碟，在您插入迷你光碟之前，必須先將電腦調整為平放。</p> <ol style="list-style-type: none"><li>1 面向電腦正面，並且將電腦往右側平放。</li><li>2 按一下 [Eject] 按鈕開啓 CD/DVD 托槽。</li><li>3 將迷你光碟放入托槽的凹槽中，接著再按 [Eject] 按鈕以關閉托槽。</li></ol>
我無法建立（錄製）光碟。	<p>請確定已放入光碟，且標籤朝上，置中放在托槽中。</p> <hr/> <p>請確認光碟機上使用的光碟類型（媒體）是正確的。請試用其他廠牌的光碟。</p> <hr/> <p>確定光碟是乾淨且未損毀的。如果在某錄製階段中停止錄製，那麼光碟可能已經毀損，請使用另一張光碟。</p> <hr/> <p>根據您要錄製的檔案類型，使用正確的光碟類型。</p> <hr/> <p>使用 CD-R 光碟錄製音樂時，請確定它是空白的；使用 CD-R 光碟錄製資料時，請確定它是空白的或是可附加的（有空間加入更多資料檔案）。</p> <hr/> <p>在製作光碟副本時，請確定您使用的是正確的光碟類型。有些錄製程式只能錄製到與來源相同的光碟類型。例如，您只可以將 DVD 錄製到 DVD+R/-R 或 DVD+RW/-RW 光碟，而且只能將 CD 錄製到 CD-R 或 CD-RW 光碟。</p> <hr/> <p>確定光碟放在正確的光碟機中，與您在 CD 或 DVD 錄製軟體中所指定的是同一個光碟機。</p>

## CD 和 DVD 光碟機（續上頁）

徵兆	可能的解決方法
我無法建立（錄製）光碟。 （續上頁）	<p>為燒錄機選取較慢的寫入速度（如果可以的話）。</p> <p>如果曲目超出光碟的可用空間，錄製軟體不會允許您加入曲目。將檔案錄製到光碟之前，您可以從清單移除一個或數個曲目以換取可用空間。</p> <p>在錄製之前，請關閉所有的軟體程式及視窗。</p> <p>確定您的硬碟有足夠可用空間可儲存此內容的暫時副本。</p> <p>按一下 [Windows Vista 開始按鈕]，然後按一下 [電腦]。在硬碟上按一下滑鼠右鍵，然後按一下 [內容] 檢視可用空間。</p> <p>如果您可以連線，請先將檔案從網路磁碟機複製到硬碟上，然後再將檔案錄製到光碟。</p> <p>關閉所有程式和視窗，然後重新開機。</p>
我無法將資料增加至 DVD。	確定在您的 DVD 燒錄軟體中設定正確的錄製選項（附加或新增資料檔案）。
CD 不會顯示歌曲名稱。	<p>如果要在播放音樂 CD 時顯示演唱者、歌曲名稱和曲目資訊，電腦必須連線到網際網路。這些資料不會錄製到光碟上。</p> <p>不是每一張 CD 都有曲目資訊。</p>
擷取視訊時出現錯誤訊息。	如果您的電腦同時擁有類比與數位視訊擷取裝置，那麼您可能必須選取視訊擷取裝置。若要了解如何變更視訊裝置的選擇，請參閱視訊擷取程式中的 [說明] 功能表。
我無法在 DVD 播放器上播放 DVD 影片。	DVD 播放器無法播放以資料檔案形式錄製到 DVD 上的視訊檔案。若要正確地播放影片，請使用視訊錄製程式。某些視訊檔案可在電腦上觀看，但無法以家庭用 DVD 視訊播放器播放。

## 視訊

徵兆	可能的解決方法
某些視訊檔案無法播放。	您的檔案可能已損毀，或者是不支援的格式。在視訊編輯器中開啓視訊檔案，接著將檔案重新儲存為支援的格式。
播放某些視訊檔案時，會顯示轉碼器錯誤訊息。	<p>在 Windows Media Player 中開啓檔案。請確認已將 Windows Media Player 設定為自動下載轉碼器。</p> <ul style="list-style-type: none"><li>■ 若有正確的轉碼器，便可播放檔案。請注意，您必須連線到網際網路才能下載轉碼器檔案。</li><li>■ 若沒有正確的轉碼器，請檢查 Windows Media Player 是否可取得更新。</li></ul> <p>如需更多相關資訊，請開啓 Windows Media Player 說明，然後搜尋「轉碼器」。</p>
錯誤訊息：要顯示的視訊檔案遺失或毀損。	<ol style="list-style-type: none"><li>1 按一下 [Windows Vista 開始按鈕]，在 [電腦] 上按一下滑鼠右鍵，然後按一下 [內容]。</li><li>2 在 [工作] 下，按一下 [裝置管理員]。</li><li>3 按一下 [音效、視訊及遊戲控制器] 旁的加號 (+)。</li><li>4 在 [電視調諧器] 上按一下滑鼠右鍵（僅限部分型號），然後按一下 [更新驅動程式軟體]。</li><li>5 選取 [自動搜尋更新的驅動程式軟體]。</li><li>6 請依照指示更新驅動程式。</li><li>7 如果系統出現提示，請重新開機。</li></ol>

## 螢幕（顯示器）

除了此處所列出的資訊以外，請同時參閱顯示器隨附的說明文件。

徵兆	可能的解決方法
螢幕變黑，且顯示器電源燈並未亮起。	重新接好在顯示器背面和牆上插座兩端的電源插頭。 按下顯示器前面的電源按鈕。
螢幕變黑。	按下鍵盤上的空白鍵或是移動滑鼠讓螢幕再度顯示畫面。 按下 [Sleep] 按鈕（僅限部分型號）或鍵盤上的 Esc 鍵以離開睡眠模式。 按一下電源按鈕啟動電腦。 檢查顯示器視訊接頭的針腳是否彎曲： <ul style="list-style-type: none"><li>■ 若發現任何彎曲的針腳，請更換顯示器接頭連接線。</li><li>■ 如果未發現彎曲的針腳，請重新將顯示器接頭連接線連接到電腦。</li></ul>
螢幕上的影像太大、太小或模糊不清。	調整 Windows Vista 中的顯示器解析度設定： <ol style="list-style-type: none"><li>1 在桌面按一下滑鼠右鍵，然後按一下 [個人化]。</li><li>2 按一下 [顯示設定]。</li><li>3 依需求調整 [解析度]。</li></ol>

## 硬碟

徵兆	可能的解決方法
電腦似乎被鎖定且沒有回應。	<p>使用 [Windows 工作管理員] 關閉任何沒有回應的程式，或重新開機：</p> <ol style="list-style-type: none"><li>1 同時按下鍵盤上的 Ctrl-Alt-Delete 鍵。</li><li>2 按一下 [啓動工作管理員]。</li><li>3 選取沒有回應的程式，接著按一下 [結束工作]。</li></ol> <p>如果無法關閉程式，請重新開機：</p> <ol style="list-style-type: none"><li>1 同時按下鍵盤上的 Ctrl-Alt-Delete 鍵。</li><li>2 按一下紅色 [關機] 按鈕旁的箭頭，然後按一下 [重新啓動]。</li></ol> <p>或</p> <ol style="list-style-type: none"><li>1 按住電源按鈕約 5 秒鐘或更長的時間以關閉電腦。</li><li>2 按電源按鈕啓動電腦。</li></ol>
錯誤訊息：硬碟錯誤。	按下鍵盤上的 [Help ?] 按鈕以開啓 [說明及支援中心]，或請參閱《有限保固及支援手冊》以連絡支援中心。

## 硬體安裝

徵兆	可能的解決方法
系統無法辨識新增的裝置。	<p>使用裝置隨附的 CD 來安裝驅動程式，或從該裝置的製造商網站下載並安裝驅動程式。</p> <p>您可能需要適用於 Windows Vista 的更新版驅動程式。請直接洽詢裝置製造商以取得更新版驅動程式。</p> <p>如果是 HP 的週邊設備，請造訪 HP 的網站。如需詳細資訊，請參閱《有限保固及支援手冊》。</p> <hr/> <p>請確定所有連接線已正確並牢牢地接妥，且連接線或接頭上的針腳沒有彎曲。</p> <hr/> <p>請關閉電腦、開啓外接式裝置的電源，然後開啓電腦以整合該裝置與電腦。</p> <hr/> <p>將電腦重新開機，然後依照指示接受變更。</p> <hr/> <p>請在作業系統中停用此卡的自動設定，並且選擇不會造成資源衝突的基本配置。您也可以重新設定或停用裝置以解決資源衝突的問題。</p>

## 硬體安裝（續上頁）

### 徵兆

### 可能的解決方法

新裝置無法運作。

若要安裝或解除安裝裝置驅動程式，您必須使用有管理權限的使用者登入。如果必須切換使用者，請按一下 [Windows Vista 開始按鈕]，接著按一下 [鎖定] 按鈕旁的 [箭號] 按鈕，接著按一下 [切換使用者]。選擇有管理權限的使用者。



安裝新的裝置後，裝置無法運作。

若要解決裝置衝突，您可能需要停用其中一項裝置或解除安裝舊的裝置驅動程式：

- 1 按一下 [Windows Vista 開始按鈕]，在 [電腦] 上按一下滑鼠右鍵，然後按一下 [內容]。
- 2 在 [工作] 下，按一下 [裝置管理員]。
- 3 按一下問題裝置旁的加號 (+) 並檢查裝置圖示附近黃圓圈中是否有驚嘆號。如果有驚嘆號，表示發生裝置衝突或是該裝置發生問題。裝置無法正常運作時，驚嘆號不見得一定會出現。
- 4 如果您已移除硬體裝置，而該裝置驅動程式仍列於 [裝置管理員] 中，這可能會造成裝置衝突。若要解除安裝舊的驅動程式，讓新的裝置驅動程式可正常運作，請在該裝置上按一下滑鼠右鍵，按一下 [解除安裝]，接著按一下 [確定]。
- 5 連接兩下裝置名稱，接著選取 [內容]。
- 6 按一下 [資源] 標籤，檢查是否發生裝置衝突。
- 7 按一下 [一般] 標籤，查看您的裝置是否已啟用且正常運作。如果有 [疑難排解] 按鈕，請按一下此按鈕，然後按照裝置疑難排解精靈中的螢幕指示進行操作。
- 8 重新開機。按一下 [Windows Vista 開始按鈕]，按一下 [鎖定] 按鈕旁的 [箭頭] 按鈕，接著按一下 [重新啟動]。





## 連線上網

### 徵兆

### 可能的解決方法

我無法連線上網。

請檢查網際網路設定，或連絡您的網際網路服務供應商 (ISP) 以取得協助。

請檢查您的網際網路連線類型是否使用正確的連接線。您的電腦可能會有一組數據機與乙太網路配接卡（亦稱為網路介面卡或 NIC）。數據機是使用標準的電話線來進行撥接連線。NIC 則使用網路線來連接區域網路 (LAN)。請勿將電話線連接到 NIC 上。請勿將網路線插入電話服務線路中，否則可能會損壞 NIC。

如需更多關於連接上網的資訊，請按下鍵盤上的 [Help ?] 按鈕以開啓 [說明及支援中心]。

請確認您已安裝並設定好網頁瀏覽器，可與您的 ISP 搭配使用。

執行無線網路安裝精靈：

- 1 按一下 [Windows Vista 開始按鈕]，然後按一下 [網路]。
- 2 在 [網路] 視窗中按一下 [網路和共用中心]。
- 3 在 [網路和共用中心] 視窗中，按一下 [設定連線或網路] 以開啓精靈。
- 4 按照螢幕上的指示進行操作。

如果您的系統有外接式天線，請試著將天線移到更好的收訊位置。如果為內建天線，請嘗試移動機器。

稍後再試著連接網路，或是連絡您的 ISP 以尋求協助。

我無法自動啓動網際網路程式。

登入到您的 ISP，然後啓動要使用的程式。

網頁載入速度緩慢。

請確認是否已選取正確的數據機速度和 COM 連接埠：

- 1 按一下 [Windows Vista 開始按鈕]，然後按一下 [控制台]。
- 2 按一下 [硬體和音效]。
- 3 連接兩下 [電話和數據機選項]。
- 4 按一下 [數據機] 標籤，接著按一下 [內容] 按鈕。
- 5 在 [裝置狀態] 區域中，檢查數據機是否正常運作。

請注意，網頁載入的速度並非隨時都可與您載入電腦上已儲存檔案的速度一樣快。如果當時該網站有高度的瀏覽需求，那麼載入網頁的速度也可能很慢。

## 連線上網（續上頁）

徵兆	可能的解決方法
沒有使用 AOL 程式，但它卻開啓了。	<p>您可能想要移除 AOL 程式。</p> <p>若要解除安裝 AOL：</p> <ol style="list-style-type: none"><li>1 按一下 [Windows Vista 開始按鈕]，然後按一下 [控制台]。</li><li>2 按一下 [移除安裝程式]。</li><li>3 選取 <b>[America Online]</b>，按一下 [解除安裝]，接著按照螢幕上的指示進行操作。</li></ol> <p><b>注意事項：</b> 移除 AOL 程式並不會取消您的 AOL 帳戶。</p>
我的網際網路瀏覽器首頁變成我不想要的內容。	<p>您的電腦中可能有間諜程式。間諜程式是一種通常在電腦背景中悄悄執行的軟體，它會收集您本身以及您電腦使用情況的相關資訊，並將這些資訊傳送到網際網路上的其他人或系統。</p> <p>您可以使用任何一種針對找出並移除間諜軟體所設計的軟體程式，將間諜軟體趕出您的電腦，這些軟體包括 Windows Defender。</p> <p>若要使用 Windows Defender 掃描間諜程式：</p> <ol style="list-style-type: none"><li>1 按一下 [Windows Vista 開始按鈕]、[所有程式]，然後按一下 <b>[Windows Defender]</b>。</li><li>2 按一下 [掃描]。</li></ol> <p>許多有名的防毒程式都有一些工具可掃描並移除電腦中的間諜軟體。</p> <p>若要避免間諜軟體出現在您的電腦中：</p> <ul style="list-style-type: none"><li>■ 當您不確定某程式是否來自聲譽良好的公司時，請不要安裝該程式。仔細查看公司網站以得知該程式隨附物件的資訊。</li><li>■ 下載視窗詢問是否要在您的電腦安裝程式時，請勿自動按下 [是]。請閱讀視窗中的訊息，並確認這是您真正想要的軟體程式。</li></ul>
連線上網時，電腦出現不想看到的快顯廣告。	<p>這種情形通常是廣告軟體或是支援廣告的軟體所造成的。</p> <p>您可以將您的網頁瀏覽器設定為封鎖快顯。舉例來說，您可以在 Internet Explorer 中按一下 [工具]，然後按一下 [快顯封鎖程式]。</p> <p>您可以使用電腦隨附的反間諜軟體 / 廣告軟體程式（僅限部分型號），或是使用一些可以移除廣告軟體程式的軟體程式，來移除您電腦上的廣告軟體。</p> <p>許多有名的防毒程式都有一些工具可掃描並移除電腦中的廣告軟體。</p>

## 鍵盤和滑鼠

徵兆	可能的解決方法
電腦無法辨識透過鍵盤輸入的指令及文字。	使用滑鼠關閉電腦，將鍵盤重新連接到電腦背面，然後再啓動電腦。
鍵盤上的 [Print] 按鈕沒有作用。	使用程式中的 [ 列印 ] 功能表項目（通常位於 [ 檔案 ] 功能表）。

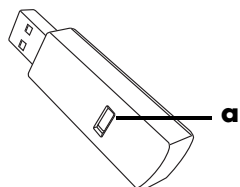
無法使用或偵測不到無線鍵盤或滑鼠。

檢查下列問題：

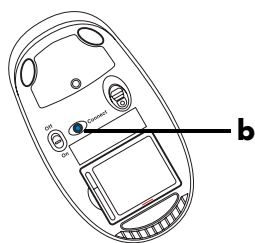
- 確認滑鼠和鍵盤位於接收器的範圍內。
- 更換鍵盤和滑鼠的電池。  
將裝置反過來，開啓電池蓋，將舊電池取出，然後裝入新的鹼性電池。請勿使用充電電池。
- 滑鼠在停止使用 20 分鐘後會進入暫停模式，請確定滑鼠不是處於暫停模式。按一下滑鼠左鍵使其重新啓動。

將鍵盤和滑鼠重新與接收器同步化：

- 1 將接收器插入電腦的 USB 連接埠。  
如果可以，請使用電腦前面的 USB 連接埠。
- 2 按住接收器上的 [Connect] 按鈕 **(a)**（也是 LED 燈）5 到 10 秒，直到藍色燈開始閃爍。



- 3 確定滑鼠已啓動，然後按住滑鼠背面的 [Connect] 按鈕 **(b)**，直到接收器上的藍色 LED 燈停止閃爍。



**注意事項：**接收器的連線逾時時間為 60 秒。若要確定已建立連線且接收器未逾時，請移動滑鼠以檢查是否有回應。

## 鍵盤和滑鼠（續上頁）

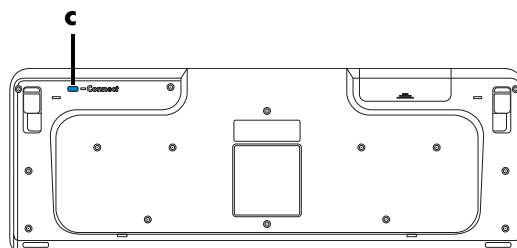
### 徵兆

### 可能的解決方法

無法使用或偵測不到無線鍵盤或滑鼠。  
(續上頁)

建立滑鼠連線後，請重複上述步驟建立鍵盤連線：

- 1 按住接收器上的 [Connect] 按鈕 5 到 10 秒，直到藍色燈開始閃爍。
- 2 按住鍵盤背面的 [Connect] 按鈕 (c)，直到接收器上的藍色 LED 燈停止閃爍。



請參閱鍵盤和滑鼠隨附的說明文件。

無法使用或偵測不到有線滑鼠。

拔除並重新連接滑鼠連接線至您的電腦。

如果仍偵測不到滑鼠，請關閉電腦、重新連接滑鼠連接線，接著重新開機。

游標無法對滑鼠移動做出回應。

使用鍵盤重新開機：

- 1 同時按下鍵盤上的 Alt 和 Tab 鍵以瀏覽開啓的應用程式。
- 2 同時按下鍵盤上的 Ctrl 和 S 鍵可儲存選定程式中的變更 (Ctrl+S 是最常見的「儲存」功能鍵盤快捷鍵—但不是所有一程式都適用)。
- 3 儲存所有已開啓程式中的變更後，請同時按下鍵盤上的 Ctrl 和 Esc 鍵以顯示 [Windows 開始功能表]。
- 4 使用方向鍵選取 [鎖定] 按鈕旁的 [箭頭] 按鈕。選擇 [關機]，然後按下鍵盤上的 Enter 鍵。
- 5 關閉電腦後，請將滑鼠接頭重新連接至電腦後方，接著開啓電腦。



游標對滑鼠移動的回應速度緩慢。

如果您使用的是滾球式滑鼠，請清理滾球。如需詳細的清潔資訊，請至：  
<http://www.hp.com/support> 選擇您的國家 / 地區和語言，搜尋您的電腦型號，然後搜尋關鍵字「清潔」。

使用有滾球的滑鼠時，請在滑鼠墊或其他粗糙表面上使用滑鼠。使用光學滑鼠時，請在較不反光的表面上使用滑鼠。

## 鍵盤和滑鼠（續上頁）

徵兆	可能的解決方法
無法使用數字鍵盤上的方向鍵移動游標。	按一下 Num Lock 鍵。如果您想使用數字鍵盤上的方向鍵，Num Lock 燈不應亮起。
游標僅能垂直或水平移動（或無法順暢地在螢幕上移動）。	請取下滑鼠底部的滾球蓋（以逆時針方向旋轉），取出滾球，用不含絨毛的濕布清潔滾球（請勿用紙擦拭）。請同時清潔滾球滾動處的滾輪。
光學滑鼠追蹤游標的效能不佳。	將滑鼠放在滑鼠墊上或一張白紙上使用，或用不含絨毛的布來擦拭滑鼠底部的光學感應板（請勿用紙擦拭）。
游標移動太快或太慢。	調整游標速度： <ol style="list-style-type: none"><li>1 按一下 [Windows Vista 開始按鈕]、[控制台]、[硬體和音效]，然後按一下 [滑鼠]。</li><li>2 按一下 [指標設定] 標籤。</li><li>3 往 [慢] 或 [快] 方向調整 [速度] 滑桿，以減緩或加快游標對滑鼠活動回應的速度。</li><li>4 按一下 [確定]。</li></ol>

## 電源

徵兆	可能的解決方法
電腦無法開機或啓動。	<p>確認已插妥將電腦連接至外部電源的連接線。</p> <p>將電腦連接到外部電源的連接線插妥且牆上插座也運作正常時，電腦背面的綠色電源供應器指示燈應會亮起；如果指示燈沒有亮起，請參閱《有限保固及支援手冊》連絡支援中心。</p> <p>如果螢幕（顯示器）沒有畫面，則表示顯示器可能沒有接好。將顯示器連接到電腦，插好之後再開啓電源。請參閱第 10 頁的「螢幕（顯示器）」。</p> <p>將電線電壓選項設定為適用您國家 / 地區的正确設定，或請參閱《有限保固及支援手冊》連絡支援中心。</p> <p>將不同的電源裝置連接到牆上插座以測試插座是否故障。</p> <p>可能安裝不相容的記憶體 (RAM)。請重新安裝舊的記憶體，讓您的電腦返回原本的状态。如需相關說明，請參閱《升級與維護手冊》。</p> <p>重新接妥硬碟的資料和電源線。如需相關說明，請參閱《升級與維護手冊》。</p>
錯誤訊息：無效系統磁碟或非系統磁碟或磁碟錯誤。	<p>當磁碟機作業停止時，請取出磁碟並按下鍵盤上的空白鍵，即可啓動電腦。</p>
按下電源按鈕時電腦不會關機。	<p>按住電源按鈕直到電腦關機為止。</p>
電腦自動關機。	<p>電腦可能處於超高溫的環境。請讓它冷卻一下。</p> <p>確定電腦通風口未受阻塞且內部風扇有在運作。請注意，您的電腦不一定有內部風扇。</p>
電腦顯示錯誤的日期與時間。	<p>即時時鐘 (RTC) 電池可能需要更換。電池壽命大約有 7 年。</p> <p>更換電池以前，請先使用 [ 控制台 ] 重新設定您作業系統中的日期和時間。如果問題持續出現，請更換電池。如需相關說明，請參閱《升級與維護手冊》。</p>
電腦顯示的處理器速度低於預期。	<p>處理器自動在省電狀態中執行時會這種情況，因為執行應用程式並不需要最大的電力來進行處理。</p>

## 效能

### 徵兆

軟體程式和檔案花了更多時間開啓或回應。

### 可能的解決方法

如果您在電腦上建立了多個使用者帳號，請確定其他使用者沒有登入。如果有多個使用者同時登入，那麼系統資源必須在多個使用者之間共用。

執行「磁碟清理」程式可從您的硬碟刪除不想要的檔案（包括暫存的網際網路檔案、您不再使用的已安裝元件和程式以及在資源回收筒中的檔案）：

- 1 按一下 [Windows Vista 開始按鈕]、[所有程式]、[附屬應用程式]、[系統工具]，然後按一下 [磁碟清理]。
- 2 選擇您要清理的磁碟機。
- 3 勾選您要刪除檔案類型的核取方塊。
- 4 按一下 [確定]，然後按一下 [是] 以永久刪除該檔案。

執行「磁碟重組工具」程式，將您硬碟上分散的檔案重組在一起以改善電腦效能。這不會影響您電腦上檔案和資料夾的位置編排。

**注意事項：**「磁碟重組工具」程式需要一段較長的時間來完成。在晚上執行此程式是不錯的選擇。

- 1 儲存您的作業並關閉所有其他程式。
- 2 同時按 Ctrl-Alt-Delete 鍵。
- 3 按一下 [啓動工作管理員]。
- 4 在 [應用程式] 標籤上選取所有列出的程式，然後按一下 [結束工作]。
- 5 按一下 [Windows Vista 開始按鈕]、[所有程式]、[附屬應用程式]、[系統工具]，然後按一下 [磁碟重組工具]。
- 6 按一下 [立即重組]。

移除不使用的程式：

- 1 按一下 [Windows Vista 開始按鈕]，然後選取 [控制台]。
- 2 按一下 [移除安裝程式]。接著會開啓 [程式和功能] 視窗。
- 3 選取您要移除的程式，然後按一下 [解除安裝]。
- 4 按照螢幕上的指示進行操作。

## 效能（續上頁）

徵兆	可能的解決方法
軟體程式和檔案花了更多時間開啓或回應。 (續上頁)	檢查硬碟錯誤： <ol style="list-style-type: none"><li>1 關閉所有開啓的程式及視窗。</li><li>2 按一下 [Windows Vista 開始按鈕]，然後按一下 [電腦]。</li><li>3 在您想要檢查的硬碟上按一下滑鼠右鍵，然後按一下 [內容]。接著會開啓 [系統內容] 視窗。</li><li>4 按一下 [工具] 標籤。</li><li>5 按一下 [檢查錯誤] 下的 [立即檢查]。</li><li>6 (選用) 請勾選 [自動修正檔案系統錯誤] 和 [掃描和嘗試恢復損毀的磁區] 核取方塊。</li><li>7 按一下 [開始]。如果系統提示您重新開機，請按一下 [是]。</li></ol>

## 藍芽無線裝置

徵兆	可能的解決方法
藍芽裝置無法運作。	<p>確定該裝置與您的電腦間的距離適當—不會太遠或太近。若要了解正確的距離，請參閱裝置說明。</p> <p>移除裝置，接著重新安裝裝置：</p> <ol style="list-style-type: none"><li>1 按一下 [Windows Vista 開始按鈕]，然後按一下 [控制台]。</li><li>2 按一下 [硬體和音效]，然後按一下 [藍芽裝置]。</li><li>3 選取不在運作中的裝置，然後按一下 [移除]。</li><li>4 按一下 [新增]，按下裝置上的重設按鈕，勾選 [我的裝置已設定且可搜尋] 核取方塊，然後按一下 [下一步]。</li><li>5 請按照螢幕上精靈的指示進行操作。</li></ol> <p>該裝置有太多連線。等到裝置較不忙碌的時候，或者設定其他裝置，使其無法被找到。如需如何關閉可搜尋功能的資訊，請參閱裝置說明。</p> <p>請確定使用無線頻率的其他裝置（例如：微波爐、無線電話和 802.11 無線網路）不會產生干擾。嘗試移動無法運作的裝置，使其遠離其他裝置。</p>



## 其他事項

### 徵兆

錯誤訊息：記憶體不足。

### 可能的解決方法

關閉所有開啓的程式，接著再嘗試執行所要進行的工作，或重新啓動您的電腦（按一下 [Windows Vista 開始按鈕]，按一下 [鎖定] 按鈕旁的 [箭號] 按鈕，接著按一下 [重新啓動]）。如果再次顯示該訊息，請考慮購買並安裝額外的記憶體。



遙控感應器接收不到遙控器的訊息（僅限部分型號）。

- 1 按一下 [Windows Vista 開始按鈕]，在 [電腦] 上按一下滑鼠右鍵，然後選取 [內容]。
- 2 在 [工作] 下，按一下 [裝置管理員]。
- 3 按一下 [通用序列匯流排控制器] 旁的加號 (+)。
- 4 如果在 [通用序列匯流排控制器] 下有列出 [eHome Infrared Receiver]，就表示 Windows Vista 可以偵測紅外線接收器。如果沒有列出此選項，請至下一個步驟。
- 5 從電腦拔除遙控感應器上 USB 連接線的其中一端，然後再插回相同的 USB 連接埠。
- 6 中斷連接所有其他 USB 裝置，只留下遙控感應器，然後重新開機。當 [裝置管理員] 視窗出現遙控感應器後，再連接其他 USB 裝置。

讀卡機（僅限部分型號）無法讀取我的記憶卡。

請勿在使用中燈號仍閃爍時插入或移除記憶卡。這麼做可能會導致資料遺失或讀卡機永久損壞。

某些記憶卡有「讀/寫」或「安全」開關。嘗試寫入資料到記憶卡前，請先確定開關設定為「啓用寫入」。

確定儲存的資料量尚未超出記憶卡的儲存限制。

確定記憶卡屬於以下其中一種支援類型：CompactFlash (I、II 和 Microdrive)、Memory Stick、Memory Stick Pro、MultiMedia、Secure Digital、SmartMedia 或 xD。某些型號可支援其他類型。

確定記憶卡已完全插入正確的插槽。

檢查記憶卡的各端，查看是否有灰塵或有東西蓋住接孔或金屬接點是否損壞。使用不含絨毛的布，沾少許異丙醇酒精來清潔接點。如有需要，請更換記憶卡。

## 修復軟體問題

電腦在正常作業期間會使用作業系統及安裝的軟體程式。如果您的電腦運作不正常，或因軟體的問題而停止運作，您應該能夠進行修復。

有些軟體修復動作就和啟動電腦一樣容易，而有些修復動作則需要從硬碟上的檔案執行系統復原。

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**重要：**您必須依序執行本文件中說明的電腦維修方法。

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### 軟體修復簡介

本節列出當您的軟體發生問題時，可用來修復電腦的方法。下列各節則提供每個方法的詳細說明。您必須依序執行在此簡介中列出的程序：

- 1 重新開機
- 2 關閉電腦
- 3 更新驅動程式
- 4 Microsoft 系統還原
- 5 重新安裝軟體程式與硬體驅動程式
- 6 系統復原

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**注意事項：**如果您要更換硬碟，則只需執行系統復原。

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### 重新開機

重新開機是修復電腦最簡單的方法。在重新開機時，電腦會將作業系統和軟體重新載入其記憶體。

若要重新開機：

- 1 關閉所有開啓的程式及視窗。
- 2 按一下 [Windows Vista 開始按鈕]，按一下 [鎖定] 按鈕旁的 [箭頭] 按鈕，接著按一下 [重新啓動]。



### 關閉電腦

當您關閉電腦然後再重新開機時，電腦會在您的強制下將作業系統重新載入記憶體，並清除某些追蹤資訊。這應該能夠減少某些在執行重新開機後仍持續發生的問題。

若要關閉電腦：

- 1 關閉所有開啓的程式及視窗。
- 2 按一下 [Windows Vista 開始按鈕]，按一下 [鎖定] 按鈕旁的 [箭頭] 按鈕，接著按一下 [關機]。
- 3 按下電源按鈕可啓動電腦。



### 更新驅動程式

驅動程式為可讓您的電腦與附接裝置（例如：印表機、硬碟、滑鼠或鍵盤）進行通訊的一種軟體程式。

請完成下列程序更新驅動程式；或者，若新的驅動程式無法解決您的問題，請回復為舊版的驅動程式。

- 1 按一下 [Windows Vista 開始按鈕]，在 [電腦] 上按一下滑鼠右鍵，然後選取 [內容]。
- 2 在 [工作] 下，按一下 [裝置管理員]。
- 3 按一下加號 (+) 展開您要更新或回復的裝置類型（例如：DVD/CD-ROM 光碟機）。
- 4 連按兩下特定的項目（例如：HP DVD Writer 640b）。
- 5 按一下 [驅動程式] 標籤。
- 6 若要更新驅動程式，請按一下 [更新驅動程式] 並按照螢幕上指示進行操作。  
或  
若要回復到較早的版本，請按一下 [回復驅動程式]，並按照螢幕上指示進行操作。

## Microsoft 系統還原

Microsoft Windows Vista 包含一項功能，可讓您將電腦設定回復到之前還沒有發生目前軟體問題的時間。這個功能是藉由建立可記錄特定時間及日期的電腦設定的還原點所達成的。

安裝新的程式時，作業系統會自動在新增軟體前建立還原點。您也可以手動設定還原點。

如果您遇到可能和電腦軟體有關的問題，請使用「系統還原」將電腦還原到先前的還原點。

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**注意事項：**在您使用「系統還原」程式前，請務必使用此「系統還原」程序。

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若要啟動系統還原：

- 1 關閉所有開啓的程式。
- 2 按一下 [Windows Vista 開始按鈕]、[所有程式]，然後按一下 [附屬應用程式]。
- 3 選擇 [系統工具]、[系統還原]，然後按一下 [下一步]。
- 4 按照螢幕上的指示進行操作。

若要手動新增還原點：

- 1 關閉所有開啓的程式。
- 2 按一下 [Windows Vista 開始按鈕]，然後選取 [控制台]。
- 3 按一下 [系統及維護]，然後按一下 [系統]。
- 4 按一下 [系統保護]。
- 5 在 [自動還原點] 下選取您要建立還原點的磁碟。
- 6 按一下 [建立]。
- 7 按照螢幕上的指示進行操作。

如需關於軟體還原點的更多資訊：

- 1 按一下 [Windows Vista 開始按鈕]，接著按一下 [說明及支援]。
- 2 在 [搜尋] 欄位中輸入系統還原，然後按一下 [搜尋]。

## 重新安裝軟體程式與硬體驅動程式

如果某個原廠安裝的軟體程式或硬體驅動程式損毀，您可以使用 Recovery Manager 程式來重新安裝程式（僅限部分型號）。

---

**注意事項：**請勿使用 Recovery Manager 程式重新安裝電腦包裝箱中隨附 CD 或 DVD 上的軟體程式。請直接從 CD 或 DVD 重新安裝這些程式。

---

解除安裝某一程式前，請確定您知道如何重新安裝該程式。確認該程式仍可從您原本進行安裝的位置（例如：光碟或網際網路）取得。或者確認該程式出現在可由 Recovery Manager 重新安裝的程式清單中。

若要確認 Recovery Manager 中可安裝的程式清單：

- 1 按一下 [Windows Vista 開始按鈕]、[所有程式]、[PC 說明和工具]，接著按一下 [Recovery Manager]。
- 2 按一下 [高級選項]，[重新安裝隨附於您電腦的軟體程式]，然後按一下 [下一步]。
- 3 在歡迎畫面按一下 [下一步]。  
接著會開啓程式清單。確定您的程式是否出現在清單中。

若要解除安裝程式：

- 1 關閉所有軟體程式及資料夾。
- 2 解除安裝毀損的程式：
  - a 按一下 [Windows Vista 開始按鈕]，然後選取 [控制台]。
  - b 在 [程式集] 下，按一下 [移除安裝程式]。
  - c 選取您要移除的程式，然後按一下 [解除安裝]。
  - d 如果您想繼續解除安裝程序，請按一下 [是]。

若要使用 Recovery Manager 重新安裝程式：

- 1 按一下 [Windows Vista 開始按鈕]、[所有程式]、[PC 說明和工具]，接著按一下 [**Recovery Manager**]。
- 2 按一下 [高級選項]，[重新安裝隨附於您電腦的軟體程式]，然後按一下 [下一步]。
- 3 在歡迎畫面按一下 [下一步]。
- 4 選擇您要安裝的程式，按一下 [下一步]，然後按照螢幕上的指示進行操作。
- 5 完成重新安裝後，請重新開機。

---

**注意事項：**請勿省略最後一個步驟。您必須在復原軟體程式或硬體驅動程式後重新開機。

---

## 系統復原

在試過上述提及的電腦修復方法後，您才可以執行系統復原來重新安裝原廠隨附的作業系統、軟體程式和硬體驅動程式。這是最後的方法。

系統復原會完全清除及重新格式化硬碟，並同時刪除您建立的所有資料檔案。系統復原會重新安裝作業系統、程式與驅動程式。不過，您必須重新安裝所有非原廠安裝的軟體。這包含了電腦配件箱中 CD 隨附的軟體，以及在您購買電腦後所安裝的軟體程式。

您必須選擇下列其中一個方法來執行系統復原：

- 復原映像—從儲存在您硬碟的復原映像執行系統復原。復原映像是包含原始原廠隨附軟體副本的檔案。若要從復原映像執行系統復原，請參閱第 25 頁的「從硬碟啓動系統復原」。

---

**注意事項：**復原映像會佔用硬碟空間，所以這個空間無法用來儲存資料。

---

- 復原光碟—從一組復原光碟（CD 或 DVD）執行系統復原，這些光碟是您為儲存在硬碟的檔案所建立的光碟。若要建立復原光碟，請參閱下節。

## 建立復原光碟

完成本節所述的程序，即可從儲存在硬碟的復原映像建立復原光碟組。此映像包含您電腦原廠安裝的作業系統和軟體程式檔案。

您只能為電腦建立一組復原光碟。再者，您建立的復原光碟僅能用於您的電腦。

建立復原光碟後，如果您想要增加硬碟可用空間，您可以刪除復原映像。

---

**注意事項：**除非您已經製作復原光碟，否則請勿刪除復原映像。

---

## 選擇復原光碟

建立復原光碟時，使用 DVD 而不使用 CD 有以下幾項優點：

- DVD 比 CD 具有更大的容量，所以在燒錄和儲存時用到的光碟片較少。
- 建立 DVD 復原光碟的時間比建立 CD 復原光碟的時間還短。

若要建立復原光碟，您的電腦必須有 CD 或 DVD 燒錄機，或者其他可以燒錄 CD 或 DVD 的光碟機。

DVD+RW、DVD-RW 和 CD-RW 光碟無法用來建立復原光碟。

您必須使用高品質的光碟。因為製作復原光碟組非常重要，所以這個程序使用極高的檢查標準。您可能看到錯誤訊息，例如「寫入光碟時發生錄製錯誤」或「檢查光碟時偵測到錯誤」。

如果您的光碟有問題，則會退出該光碟。系統會提示您插入新的空白光碟，重新再試一次。可能會退出某些光碟，這個情況是正常的。

復原光碟組的光碟數量需視您電腦的型號而定。建立復原光碟組時，程式會告訴您需要使用多少片空白光碟。下表提供所需光碟數量的概念。

光碟機	光碟種類	所需空白光碟數量
DVD	DVD-R、 DVD+R	1-3 片光碟
DVD	雙層 DVD+R	1-2 片光碟
CD	CD-R	7-16 片光碟
沒有 CD 或 DVD 光碟機		請連絡 HP 支援中心

此程序需要一些時間來確認寫入到光碟的資訊是否正確。您可以隨時結束這個程序。當您下次執行此程式時，它會從您上次結束的地方重新開始。

若要建立復原光碟：

- 1 關閉所有開啓的程式。
- 2 按一下 [Windows Vista 開始按鈕]、[所有程式]、[PC 說明和工具]，接著按一下 [建立復原光碟]。
- 3 按照螢幕上的指示進行操作。建立光碟時，請標示每片光碟（例如：Recovery 1、Recovery 2）。
- 4 將復原光碟置於安全的地方。

## 系統復原選項

您應該按照以下順序嘗試執行系統復原：

- 1 透過硬碟，從 [Windows Vista 開始] 功能表。
- 2 透過硬碟，在系統啓動時按鍵盤上的 F11 鍵。
- 3 透過您建立的復原光碟。
- 4 透過從 HP 支援中心購買復原光碟。若要購買復原光碟，請移至 <http://www.hp.com/support> 並參閱適合您電腦型號的 [下載驅動程式及軟體] 頁面。

### 從硬碟啓動系統復原

選擇下列其中一種程序，從硬碟上的復原映像重新安裝軟體：

- 從 [Windows Vista 開始] 功能表啓動系統復原
- 系統啓動時執行系統復原

### 從 [Windows Vista 開始] 功能表啓動系統復原

如果電腦正常運作中且 Windows Vista 發出回應，請使用這些步驟來執行系統復原。

**注意事項：**系統復原會刪除您在購買電腦後所建立或安裝的所有資料和程式。因此，請確定您已將所有要保留的資料備份到卸除式磁碟。

- 1 關閉電腦。
- 2 中斷所有和電腦連接的週邊裝置（顯示器、鍵盤和滑鼠除外）。
- 3 開啓電腦。
- 4 按一下 [Windows Vista 開始按鈕]、[所有程式]、[PC 說明和工具]，接著按一下 [**Recovery Manager**]。

- 5 在 [歡迎使用 Recovery Manager] 視窗中，按一下 [高級選項] 按鈕。
- 6 選取可將您的電腦恢復到原始出廠狀態的系統復原選項，然後按一下 [下一步]。
- 7 在下一個提示視窗出現時，請依照指示按一下 [下一步]。  
接著會重新開機。

---

**注意事項：**如果您的系統沒有偵測到復原磁碟分割區，則會提示您插入復原光碟。

---

- 8 在歡迎視窗中，按一下 [下一步]。
- 9 出現執行系統復原的提示時，請按一下 [否]，然後按一下 [下一步]。
- 10 按一下 [是] 執行系統復原，然後按一下 [下一步]。
- 11 如果系統提示您備份檔案且您還沒有備份檔案，請按一下 [是]。否則，請按一下 [否]，接著按一下 [下一步]。  
接著會開始進行系統復原。完成系統復原後，電腦會重新開機。
- 12 完成註冊程序，然後等到看見桌面出現為止。
- 13 關閉電腦、重新連接所有週邊裝置，然後再重新開機。
- 14 執行第 27 頁的「執行復原後程序」的程序。

## 系統啟動時執行系統復原

如果 Windows Vista 沒有回應，但電腦正常運作中，請使用這些步驟來執行系統復原：

---

**注意事項：**系統復原會刪除您在購買電腦後所建立或安裝的所有資料和程式。因此，請確定您已將所有要保留的資料備份到卸除式磁碟。

---

- 1 關閉電腦。如有需要，請按住電源按鈕直到電腦關閉為止。
- 2 中斷所有和電腦連接的週邊裝置（顯示器、鍵盤和滑鼠除外）。

- 3 按一下電源按鈕啟動電腦。
- 4 接著，當您看見原廠公司標誌畫面出現時，請重複按鍵盤上的 F11 鍵，直到 Recovery Manager 視窗開啓為止。
- 5 按一下 [高級選項]。
- 6 在 [高級選項] 視窗中，按一下 [系統恢復]，然後按一下 [下一步]。
- 7 如果系統提示您備份檔案且您已備份檔案，請按一下 [否]，然後按一下 [下一步]。  
接著會開始進行系統復原。完成系統復原後，電腦會重新開機。
- 8 完成註冊程序，然後等到看見桌面出現為止。
- 9 關閉電腦、重新連接所有週邊裝置，然後再重新開機。
- 10 執行第 27 頁的「執行復原後程序」的程序。

## 從復原光碟啓動系統復原

本節包含使用您按照第 24 頁的「建立復原光碟」說明所建立的復原光碟，來執行系統復原的程序。

---

**注意事項：**系統復原會刪除您在購買電腦後所建立或安裝的所有資料和程式。因此，請確定您已將所有要保留的資料備份到卸除式磁碟。

---

若要使用復原光碟執行系統復原程式：

- 1 如果電腦正常運作中，請建立備份 CD 或 DVD，其中包含所有您要儲存的資料檔案。完成備份後，請從光碟機托槽取出備份光碟。



**警告事項：**將會刪除硬碟上的所有資料。如果您沒有備份，資料將會遺失。

---

- 2 將復原光碟 #1 插入正確的光碟機托槽（CD 或 DVD），然後關閉托槽。

- 3 如果電腦正常運作，請按一下 [Windows Vista 開始按鈕]，按一下 [鎖定] 按鈕旁的 [箭頭] 按鈕，接著按一下 [關機]。



或

如果電腦沒有回應，請按住電源按鈕約 5 秒鐘或者直到電腦關機為止。

- 4 中斷所有和電腦連接的週邊裝置（顯示器、鍵盤和滑鼠除外）。
- 5 按一下電源按鈕啟動電腦。  
接著會出現一個視窗，提示您選擇從光碟或硬碟執行系統復原。
- 6 選擇從復原光碟執行系統復原，然後按一下 [下一步]。
- 7 在歡迎視窗中，按一下 [下一步]。
- 8 出現執行系統復原的提示時，請按一下 [否]，然後按一下 [下一步]。
- 9 按一下 [是] 執行系統復原，然後按一下 [下一步]。
- 10 如果系統提示您備份檔案且您還沒有備份檔案，請按一下 [是]。否則，請按一下 [否]，接著按一下 [下一步]。
- 11 插入下一片復原光碟（如果系統提示您執行此動作）。
- 12 結束 Recovery Manager 後，請取出最後一片復原光碟。
- 13 按一下 [結束] 重新開機。

## 執行復原後程序

- 1 在 [歡迎使用 Microsoft Windows] 畫面，依照螢幕上的設定指示進行操作，然後在最後一個畫面按一下 [開始] 以顯示 Windows 桌面。
- 2 設定您的網際網路連線。
- 3 將電腦關機、重新連接原本連接到電腦的所有週邊裝置，然後重新啟動電腦。
- 4 重新安裝電腦包裝箱中原本隨附的軟體，以及您所購買的任何其他軟體。
  - 系統復原軟體可能已經安裝某些隨附於包裝箱中的軟體。
  - 若您安裝過任何軟體程式的更新，請重新安裝這些更新。您通常可以從軟體製造商的網站下載這些更新。
- 5 使用 Windows Update 取得 Microsoft 的重大更新：
  - a 按一下 [Windows Vista 開始按鈕]，然後按一下 [控制台]。
  - b 在 [安全性] 下，按一下 [檢查更新] 按鈕。
  - c 按一下 [安裝更新]。
- 6 重新開機。（有些更新需等到重新開機後才會完成安裝）。
- 7 使用 HP Update 取得 HP 的重大更新：
  - a 按一下 [Windows Vista 開始按鈕]、[所有程式]、[HP] 資料夾，接著按一下 [HP Update]。
  - b 依照螢幕指示下載驅動程式和軟體更新。
- 8 如果您在系統復原之前執行備份，請將備份資料檔案從備份媒體複製到您的硬碟。
- 9 請確定您的系統是執行最新的安全防護軟體。







### Performing the post-recovery procedure

- 1 At the Welcome to Microsoft Windows screen, follow the onscreen setup instructions, and then click **Start** in the last screen to display the Windows desktop.
- 2 Configure your Internet connection.
- 3 Turn off your computer, reconnect all peripheral devices that were originally connected to it, and then turn the computer back on.
- 4 Reinstall software that originally came in the box with your computer, and also any additional software you purchased.
  - The system recovery software might have already installed some of the software that came in the box.
  - If you installed updates to any software programs, reinstall those as well. You can typically download these updates from the software manufacturer's Web site.
- 5 Use Windows Update to get critical updates from Microsoft:
  - a Click the **Windows Vista start button**, and then click **Windows Vista start button, Security, click the Check for Updates** button.
  - b Under **Security**, click the **Check for Updates** button.
  - c Click **Install Updates**.
- 6 Restart your computer. (Some updates will not finish installing until you restart.)
- 7 Use HP Update to get critical updates from HP:
  - a Click the **Windows Vista start button, All Programs, the HP folder, and then click HP Update**.
  - b Follow the onscreen instruction to download driver and software updates.
- 8 If you performed a backup before the system recovery, copy the backup data files from the backup media to your hard disk drive.
- 9 Ensure your system is running up-to-date security software.



3 If the computer works, click the

**Windows Vista start button**, click the **Arrow**

button next to the **Lock** button, and then click

**Shut Down**.

Or

If the computer is not responding, press and hold the On button for approximately 5 seconds, or until the computer turns off.

4 Disconnect all peripheral devices from the computer, except the monitor, keyboard, and mouse.

5 Press the On button to turn on the computer.

A window may open, prompting you to choose between running system recovery from the discs or from your hard drive.

6 Choose to run from the recovery discs, and then click **Next**.

8 When you are prompted to perform a system restore, click **No**, and then click **Next**.

9 Click **Yes** to perform a system recovery, and then click **Next**.

10 If you are prompted to back up your files, and you have not done so, click **Yes**. Otherwise, click **No**, and then click **Next**.

11 If you are prompted to insert the next recovery disc, do so.

12 When the Recovery Manager is finished, remove the last recovery disc.

13 Click **Finish** to restart the computer.

- 1 Turn off the computer. If necessary, press and hold the On button until the computer turns off.
- 2 Disconnect all peripheral devices from the computer, except the monitor, keyboard, and mouse.

If Windows Vista is not responding, but the computer is working, use these steps to perform a system recovery:

**NOTE:** System recovery deletes all data and programs you created or installed after purchase. Therefore, ensure you back up, to a removable disc, any data you want to keep.

### System recovery at system startup

- 14 Perform the procedure "Performing the post-recovery procedure" on page 27.
- 13 Turn off the computer, reconnect all peripheral devices, and turn the computer back on.
- 12 Complete the registration process, and wait until you see the desktop.
- 11 If you are prompted to back up your files, and you have not done so, click **Yes**. Otherwise, click **No**, and then click **Next**.
- 10 Click **Yes** to perform a system recovery, and then click **Next**.
- 9 When prompted to perform a system restore, click **No**, and then click **Next**.
- 8 In the Welcome window, click **Next**.

**NOTE:** If your system does not detect a recovery partition, it will prompt you to insert a recovery disc.

- 7 Click **Next** at the next screen that prompts you to do so.
- 6 Choose the system recovery option that recovers your computer to its original factory condition, and then click **Next**.
- 5 In the Recovery Manager Welcome window, click the **Advanced options** button.

- 2 Insert recovery disc #1 into the appropriate drive tray (CD or DVD), and close the tray.



**CAUTION:** All data on the hard disk drive will be deleted. You will lose data if it is not backed up.

- 1 If the computer is working, create a backup CD or DVD containing all the data files you want to save. When you are done, remove the backup disc from the drive tray.
- To perform a system recovery program using recovery discs:

**NOTE:** System recovery deletes all data and programs you created or installed after purchase. Therefore, ensure you back up, onto removable discs, any data you want to keep.

This section contains the procedure for performing a system recovery from the recovery discs you created as described in "Creating Recovery Discs" on page 24.

### Starting system recovery from recovery discs

- 10 Perform the procedure in "Performing the post-recovery procedure" on page 27.
- 9 Turn off the computer, reconnect all peripheral devices, and turn the computer back on.
- 8 Complete the registration process, and wait until you see the desktop.
- 7 If you are prompted to back up files, and you have already done so, click **No**, and then click **Next**.
- 6 In the Advanced options window, click **System recovery**, and then click **Next**.
- 5 Click **Advanced options**.
- 4 As soon as you see the initial company logo screen appear, repeatedly press the F11 key on your keyboard until the Recovery Manager window opens.
- 3 Press the On button to turn on the computer.

## System Recovery Options

You should attempt a system recovery in the following order:

- 1 Through the hard disk drive, from the Windows Vista Start menu.
- 2 Through the hard disk drive, by pressing the F11 key on the keyboard during system startup.
- 3 Through recovery discs that you create.
- 4 Through recovery discs purchased from HP Support. To purchase recovery discs, go to <http://www.hp.com/support> and visit the Software & Driver downloads page for your computer model.

### Starting system recovery from the hard disk drive

Choose one of the following procedures to reinstall the software from the recovery image on your hard disk drive:

- System recovery from the Windows Vista Start menu
- System recovery at system startup

### System recovery from the Windows Vista Start menu

If the computer is working, and Windows Vista is responding, use these steps to perform a system recovery:

**NOTE:** System recovery deletes all data and programs you created or installed after purchase. Therefore, ensure you have backed up, to a removable disc, any data you want to keep.

To create recovery discs, your computer must have a CD or DVD Writer drive, or other drive that can write to CDs or DVDs.

DVD+RW, DVD-RW, and CD-RW discs cannot be used to create recovery discs.

You must use high-quality discs. Because making a set of recovery discs is so important, there is a very high verification standard for this process. You may see error messages such as *Recording failure when writing disc* or *Error detected during disc verification*.

Your discs may be rejected if they are not defect-free. You will be prompted to insert a new blank disc to try again. It is normal that some of your discs may be rejected.

The number of discs in the recovery disc set depends on your computer model. The program that creates the discs tells you the specific number of blank discs needed to make the set. The following table gives an idea of how many discs you will need.

Number of Required Discs	Disc Type	Blank Discs
DVD	DVD+R, DVD+R	1-3 discs
DVD	DVD+R	1-2 discs
CD	CD-R	7-16 discs
No CD or DVD drive	Contact HP Support	

The process takes some time to verify that the information written on the disc is correct. You can quit the process at any time. The next time you run the program, it resumes where it left off.

### To create recovery discs:

- 1 Close all open programs.
- 2 Click the **Windows Vista start button**, **All Programs, PC Help & Tools**, and then click **Recovery Disc Creation**.
- 3 Follow the onscreen instructions. Label each disc as you make it (for example, Recovery 1, Recovery 2).
- 4 Store the recovery discs in a safe place.

- 1 Turn off the computer.
- 2 Disconnect all peripheral devices from the computer, except the monitor, keyboard, and mouse.
- 3 Turn on the computer.
- 4 Click the **Windows Vista start button**, **All Programs, PC Help & Tools**, and then click **Recovery Manager**.

System recovery completely erases and reformats the hard disk drive, deleting all data files you have created. System recovery reinstalls the operating system, programs, and drivers. However, you must reinstall any software that was not installed on the computer at the factory. This includes software that came on CDs included in the computer accessory box, and software programs you installed after purchase.

After you have tried the previously mentioned methods of repairing your computer, you can run a system recovery as a last resort to reinstall the factory-shipped operating system, software programs, and hardware drivers.

## System Recovery

**NOTE:** Do not skip this last step. You must restart the computer after recovering software programs or hardware drivers.

- 1 Click the **Windows Vista start button**, **All Programs, PC Help & Tools**, and then click **Recovery Manager**.
  - 2 Click **Advanced Options, Reinstall software programs that came with your computer**, and then click **Next**.
  - 3 Click **Next** at the Welcome screen.
  - 4 Choose the program you want to install, click **Next**, and follow the onscreen instructions.
  - 5 When you have finished reinstalling, restart the computer.
- To reinstall a program using the Recovery Manager:

- 1 Close all software programs and folders.
- 2 Uninstall the damaged program:
  - a Click the **Windows Vista start button**, **Control Panel**.
  - b Under **Programs**, click **Uninstall a program**.
  - c Select the program you want to remove, and then click **Uninstall**.
  - d Click **Yes** if you want to continue with the uninstall process.

To uninstall a program:

You must choose one of the following methods to perform a system recovery:

- **Recovery Image**—Run the system recovery from a recovery image stored on your hard disk drive. The recovery image is a file that contains a copy of the original factory-shipped software. To perform a system recovery from a recovery image, see “Starting system recovery from the hard disk drive” on page 25.

**NOTE:** The recovery image uses a portion of the hard disk drive that cannot be used for data storage.

- **Recovery Discs**—Run the system recovery from a set of recovery discs (CDs or DVDs) that you create from files stored on your hard disk drive. To create recovery discs, see the next section.

## Creating Recovery Discs

Complete the procedure described in this section to create a set of recovery discs from the recovery image stored on your hard disk drive. This image contains the operating system and software program files that were originally installed on your computer at the factory. You can create only one set of recovery discs for your computer. Furthermore, the recovery discs you create can be used only with your computer.

After creating the recovery discs, you can delete the recovery image if you want to make extra space available on your hard disk drive.

**NOTE:** Do not delete the recovery image until you have made recovery discs.

## Choosing Recovery Discs

There are several advantages to using DVDs instead of CDs when creating recovery discs:

- DVDs have greater capacity than CDs, so there are fewer discs to record and store.
- DVD recovery discs take less time to create than CD recovery discs.

## Microsoft System Restore

Microsoft Windows Vista includes a feature that enables you to restore your computer configuration to that of a previous time when the current software problem did not exist. The feature does this by creating a *restore point* where it records the computer settings at that time and date.

When a new program is installed, the operating system automatically creates a restore point before it adds the new software. You can also set restore points manually.

If you experience a problem that you think may be due to software on your computer, use System Restore to return the computer to a previous restore point.

---

**NOTE:** Always use this System Restore procedure before you use the System Recovery program.

---

To start a System Restore:

- 1 Close all open programs.
- 2 Click the **Windows Vista start button**, and then click **All Programs**, and then click **Accessories**.
- 3 Choose **System Tools, System Restore**, and then click **Next**.
- 4 Follow the onscreen instructions.

To manually add restore points:

- 1 Close all open programs.
- 2 Click the **Windows Vista start button**, and then click **Control Panel**.
- 3 Click **System and Maintenance**, and then **System**.
- 4 Click **System protection**.
- 5 Under **Automatic Restore Points**, select the disk for which you want to create a restore point.
- 6 Click **Create**.
- 7 Follow the onscreen instructions.

For more information about software restore points:

- 1 Click the **Windows Vista start button**, and then click **Help and Support**.
- 2 Type *system restore* in the Search box, and then click **Search**.

## Software Program and

### Hardware Driver Reinstallation

If an individual factory-installed software program or hardware driver is damaged, you can reinstall it by using the Recovery Manager program (select models only).

---

**NOTE:** Do not use the Recovery Manager program to reinstall software programs that came on CDs or DVDs included in the computer box. Reinstall these programs directly from the CDs or DVDs.

---

Before you uninstall a program, be sure you have a way to reinstall it. Check that it is still available from where you initially installed it (for example, discs or the Internet). Or check that the program is in the list of programs you can reinstall from the Recovery Manager.

To check the list of installable programs in the Recovery Manager:

- 1 Click the **Windows Vista start button**, **All Programs, PC Help & Tools**, and then click **Recovery Manager**.
  - 2 Click **Advanced Options, Reinstall software programs that came with your computer**, and then click **Next**.
  - 3 Click **Next** at the Welcome screen.
- A list of programs opens. Check whether your program is there.

## Repairing Software Problems

Your computer uses the operating system and installed software programs during normal operation. If your computer works improperly or stops because of the software, you may be able to repair it.

Some software repairs are as simple as restarting your computer, and others require performing a system recovery from files on your hard disk drive.

**IMPORTANT:** You must perform the computer repair methods in the order described in this document.

### Software Repair Overview

This section lists the available methods of fixing your computer if you are experiencing software problems. The sections that follow provide detailed instructions for each method. You must perform the procedures in the order listed in this overview:

1 Restarting Your Computer

2 Turning Off Your Computer

3 Updating Drivers

4 Microsoft System Restore

5 Software Program and Hardware Driver Reinstallation

6 System Recovery

**NOTE:** If you are replacing a hard disk drive, you only need to perform the system recovery.

### Restarting Your Computer

Restarting is the simplest repair method for your computer. When you restart, the computer reloads the operating system and software into its memory.

To restart your computer:

1 Close all open programs and windows.

2 Click the **Windows Vista start button**, click the **Arrow** button next to the **Lock** button, and then click **Restart**.



### Turning Off Your Computer

When you turn off your computer and then turn it on again, you force the computer to reload the operating system into its memory, which clears some tracking information. This may eliminate some problems that can remain after you perform a restart.

To turn off your computer:

1 Close all open programs and windows.

2 Click the **Windows Vista start button**, click the **Arrow** button next to the **Lock** button, and then click **Shut Down**.

3 Start your computer by pressing the On button.

### Updating Drivers

A *driver* is a software program that enables your computer to communicate with an attached device, such as a printer, hard disk drive, mouse, or keyboard. Complete the following procedure to update a driver, or to revert to an earlier version of the driver if the new one does not solve your problem:

1 Click the **Windows Vista start button**,

right-click **Computer**, and then click **Properties**.

2 Under **Tasks**, click **Device Manager**.

3 Click the plus sign (+) to expand the type of device for which you want to update or rollback, (for example, DVD/CD-ROM drives).

4 Double-click the specific item (for example, HP DVD Writer 640b).

5 Click the **Driver** tab.

6 To update a driver, click **Update Driver**, and follow the onscreen instructions.

Or

To revert to an earlier version of a driver, click **Rollback Driver**, and follow the onscreen instructions.

## Miscellaneous

### Symptom

Error message: *Insufficient memory.*

Close all open programs, and then try the desired task again, or restart your computer (click the **Windows Vista start button**, click the **Arrow** button next to the **Lock start button**, and then click **Restart**). If the message displays again, consider purchasing and installing additional memory.



Remote sensor is not receiving a signal from the remote control (select models only).

- 1 Click the **Windows Vista start button**, right-click **Computer**, and then select **Properties**.
- 2 Under **Tasks**, click **Device Manager**.
- 3 Click the plus sign (+) next to **Universal Serial Bus Controllers**.
- 4 If eHome Infrared Receiver is listed under Universal Serial Bus Controllers, Windows Vista is properly detecting the IR receiver. If it is not listed, go to the next step.
- 5 Unplug the end of the USB cable on the remote sensor from the computer, and then plug it back into the same USB port.
- 6 Disconnect all other USB devices, leaving the remote sensor connected, and then restart the computer. Connect other USB devices after the remote sensor appears in the Device Manager window.

Memory card reader (select models only) cannot read my memory card.

- Do not insert or remove memory cards when the in-use light is flashing. Doing so may cause data loss or permanent damage to the card reader.
- Some memory cards have a Read/Write or Security switch. Ensure the switch is set to Write Enabled before you attempt to write data to the card.
- Ensure the amount of data you are storing has not exceeded the storage limit of the memory card.
- Ensure the memory card is one of the supported types: CompactFlash (I, II, and Microdrive), Memory Stick, Memory Stick Pro, MultiMedia, Secure Digital, SmartMedia, or xD. Some models may support additional types.
- Ensure the memory card is fully inserted into the correct slot.
- Inspect the ends of the memory cards for dirt or material that closes a hole or spoils a metal contact. Clean the contacts with a lint-free cloth and a small amount of isopropyl alcohol. Replace the memory card if necessary.

### Possible solution



**Performance (continued)**

**Symptom Possible solution**

Software programs and files take longer to open or respond.  
(continued)

1 Close all open programs and windows.

2 Click the **Windows Vista start button**, and then click **Computer**.

3 Right-click the hard disk drive that you want to check, and then click

**Properties.**

The System Properties window opens.

4 Click the **Tools** tab.

5 Under **Error-checking**, click **Check Now**.

6 (Optional) Place a check mark in the **Automatically fix file system errors** and **Scan for and attempt recovery of bad sectors** check boxes.

7 Click **Start**. If you are prompted to restart the computer, click **Yes**.

**Bluetooth Wireless Devices Symptom Possible solution**

Bluetooth device is not working.

Ensure the device and your computer are the correct distance apart—not too far and not too near. For the correct distance, refer to the device instructions.

Remove and then reinstall the device:

1 Click the **Windows Vista start button**, and then click

**Control Panel.**

2 Click **Hardware and Sound**, and then click **Bluetooth Devices**.

3 Select the device that is not working, and then click **Remove**.

4 Click **Add**, press the reset button on the device, place a check mark in the

**My device is set up and ready to be found** check box, and then click **Next**.

5 Follow the onscreen wizard instructions.

The device may have too many connections. Either wait until the device is less busy, or set the other devices so they are not discoverable. For information on how to turn off discoverability, refer to the device instructions.

Ensure other devices that use radio frequencies (for example, microwave ovens, cordless phones, and 802.11 wireless networks) are not creating interference. Try moving the device that is not working farther away from other devices.

## Performance

### Symptom

Software programs and files take longer to open or respond.

### Possible solution

If you created multiple user accounts on your computer, ensure other users are not logged in. If there are multiple users logged in simultaneously, system resources must be shared among them.

Run the Disk Cleanup program to delete unwanted files (including temporary Internet files, installed components and programs that you no longer use, and files in the Recycle Bin) from your hard disk drive:

- 1 Click the **Windows Vista start button, All Programs, Accessories, System Tools**, and then click **Disk Cleanup**.

- 2 Select the drive on which you want to perform the cleanup.

- 3 Place a check mark in the check box next to the file types you want to delete.

- 4 Click **OK**, and then click **Yes** to permanently delete the files.

Run the Disk Defragmenter program to group fragmented files together on your hard disk drive to improve performance. This does not affect the location of files and folders on your computer.

**NOTE:** The Disk Defragmenter program may take a long time to complete. It is a good idea to run it overnight.

- 1 Save your work and close all other programs.

- 2 Press the Ctrl-Alt-Delete keys simultaneously.

- 3 Click **Start Task Manager**.

- 4 On the Applications tab, select all the programs that are listed, and then click **End Task**.

- 5 Click the **Windows Vista start button, All Programs, Accessories, System Tools**, and then click **Disk Defragmenter**.

- 6 Click **Defragment now**.

Remove unused programs:

- 1 Click the **Windows Vista start button**, and then click **Control Panel**.
- 2 Click **Uninstall a program**. The Programs and Features window opens.
- 3 Select the program you want to remove, and then click **Uninstall**.
- 4 Follow the onscreen instructions.

<p>Computer will not turn on or start.</p>	<p>Ensure that cables connecting the computer to the external power source are plugged in properly.</p> <p>When the cables connecting the computer to the external power source are plugged in properly, and the wall outlet is functioning, the green power supply light on the back of the computer should be on; if it is not, refer to the <i>Limited Warranty and Support Guide</i> to contact Support.</p> <p>If the display (monitor) is blank, the monitor may not be properly connected. Connect the monitor to the computer, plug it in, and turn it on. See "Display (Monitor)" on page 10.</p> <p>Set the line voltage selection switch to the correct setting for your country/region, or refer to the <i>Limited Warranty and Support Guide</i> to contact Support.</p>
<p>Error message: <i>Invalid system disk or Non-System disk or disk error.</i></p>	<p>Test the wall outlet by connecting a different electrical device to it.</p> <p>Incompatible memory (RAM) may have been installed. Reinstall the old memory to return your computer to its original state. For instructions, refer to the <i>Upgrading and Servicing Guide</i>.</p> <p>Reseat the hard disk drive data and power cables. For instructions, refer to the <i>Upgrading and Servicing Guide</i>.</p>
<p>Computer does not turn off when the On button is pressed.</p>	<p>Press and hold the On button until the computer turns off.</p>
<p>Computer shuts down automatically.</p>	<p>The computer may be in an exceedingly hot environment. Let it cool down.</p> <p>Ensure computer air vents are not blocked and internal fan is running. Note that your computer may not have an internal fan.</p>
<p>Computer displays the wrong date and time.</p>	<p>The real-time clock (RTC) battery may need to be replaced. Battery life is approximately seven years.</p> <p>Before replacing the battery, try resetting the date and time in your operating system by using the Control Panel. If the problem persists, replace the battery. For instructions, refer to the <i>Upgrading and Servicing Guide</i>.</p>
<p>Computer displays a processor speed that is lower than expected.</p>	<p>This happens when the processor is automatically running in a lower power state, because the applications running do not require the maximum processing power.</p>

## Keyboard and Mouse (continued)

Symptom	Possible solution
I cannot move the cursor using the arrow keys on the number key pad.	Press the Num Lock key. The Num Lock light should not be on if you want to use the arrow keys on the number key pad.
Cursor moves only vertically or horizontally (or it does not move smoothly on the screen).	Remove the rollerball cover from bottom of mouse (rotate it counterclockwise), remove the ball, and clean it with a damp, lint-free cloth (not paper). Also clean the rollers on which the ball moves.
Optical mouse does not track the cursor well.	Place the mouse on a mouse pad or white sheet of paper, or gently wipe the light sensor lens on the bottom of the mouse with a lint-free cloth (not paper).
Cursor moves too fast or too slow.	Adjust the cursor speed:
	<ol style="list-style-type: none"> <li>1 Click the <b>Windows Vista start button, Control Panel, Hardware and Sound</b>, and then click <b>Mouse</b>.</li> <li>2 Click the <b>Pointer Options</b> tab.</li> <li>3 Adjust the <b>Motion</b> slider toward <b>Slow</b> or <b>Fast</b> to decrease or increase the speed at which the cursor responds to mouse movement.</li> <li>4 Click <b>OK</b>.</li> </ol>

## Keyboard and Mouse (continued)

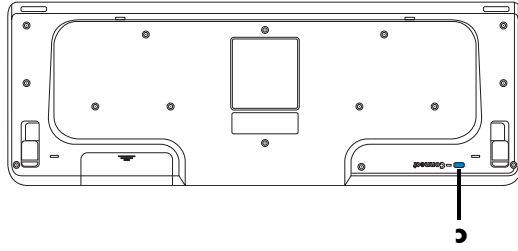
### Symptom

### Possible solution

Wireless keyboard or mouse does not work or is not detected.

(continued)

- 1 Push the Connect button on the receiver, and hold it for 5 to 10 seconds until the blue light starts to flash.
- 2 Push and hold the Connect button (c) on the underside of the keyboard until the blue LED on the receiver stops flashing.



Refer to the documentation that came with the keyboard and mouse.

Mouse (with cable) does not work or is not detected.

If the mouse is still not detected, turn off the computer, reconnect the mouse cable, and then restart the computer.

Cursor does not respond to mouse movement.

Restart your computer by using the keyboard:

- 1 Press the Alt and Tab keys on the keyboard simultaneously, to navigate to an open program.
- 2 Press the Ctrl and S keys on the keyboard simultaneously to save your changes in the selected program (Ctrl+S is the keyboard shortcut for Save on most—not all—programs).
- 3 After saving changes in all open programs, press the Ctrl and Esc keys on the keyboard simultaneously to display the Windows Start Menu.
- 4 Use the arrow keys to select the **Arrow** button next to the **Lock** button. Select **Shut Down**, and then press the Enter key on the keyboard.
- 5 After the shutdown is complete, reconnect the mouse connector to the back of your computer, and then turn on your computer.



Cursor responds slowly to mouse movement.

If you have a rollerball mouse, clean the roller ball. For detailed cleaning instructions, go to: <http://www.hp.com/support>

Select your country/region and language, search on your computer model number, and then search on the keyword *cleaning*.

For a mouse with a roller ball, use a mouse pad or other rough surface under the mouse. For an optical mouse, try a less reflective surface under the mouse.

# Keyboard and Mouse

## Symptom

## Possible solution

Keyboard commands and typing are not recognized by the computer.

Keyboard Print button does not work.  
Use the Print menu item in the program (usually located on the File menu).

Wireless keyboard or mouse does not work or is not detected.

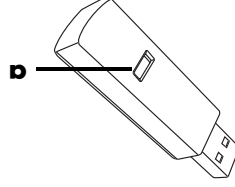
Check for these problems:

- Ensure the mouse and keyboard are within range of the receiver.
- Replace the batteries in the keyboard and mouse.
- Turn the devices over, take off the battery cover, remove the old batteries, and insert new alkaline batteries. Do not use rechargeable batteries.
- Ensure the mouse is not in suspend mode, which occurs after 20 minutes of inactivity. Click the left mouse button to reactivate it.

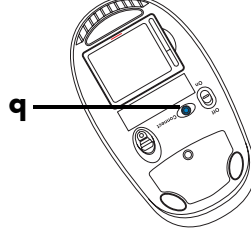
Resynchronize the keyboard and mouse to the receiver:

- 1 Plug the receiver into a USB port on the computer.  
If you have a choice, use a USB port on the front of the computer.

- 2 Push the Connect button (a) on the receiver (which is also the LED light), and hold it for 5 to 10 seconds until the blue light starts to flash.



- 3 Check that the mouse is on, and push and hold the Connect button (b) on the underside of the mouse until the blue LED on the receiver stops flashing.



**NOTE:** The receiver connection session times out after 60 seconds. To ensure the connection was established, and that the receiver did not time out instead, move the mouse and check for response.

## Internet Access (continued)

### Symptom

### Possible solution

The AOL program opens even when it is not being used.

You may want to remove the AOL program. To uninstall AOL:

- 1 Click the **Windows Vista start button**, and then click **Control Panel**.

- 2 Click **Uninstall a program**.

- 3 Select **America Online**, click **Uninstall**, and then follow the onscreen instructions.

**NOTE:** Removing the AOL program will not cancel your account with AOL.

My Internet browser home page changed to something I did not want.

You may have *spyware* on your computer. Spyware is software that usually runs silently in the background on your computer, collecting and sending information about you and your use of the computer to another person or system on the Internet.

You can find and remove spyware from your computer by using any one of a number of software programs available for this purpose, including Windows Defender.

To scan for spyware by using Windows Defender:

- 1 Click the **Windows Vista start button, All Programs**, and then click **Windows Defender**.

- 2 Click **Scan**.

Many of the popular virus protection programs also include tools that scan for and remove spyware from your computer.

To avoid getting spyware on your computer:

- Do not install programs if you are not sure they come from reputable companies. Check the company Web site carefully for information about what is included with the program.
- Do not automatically click **Yes** when a download window asks if it is OK to install a program on your computer. Read the message in the window and make sure it is a software program that you really want.

Unwanted pop-up advertisements display on my computer when connected to the Internet.

This is typically caused by *adware* or advertising-supported software.

You can configure your Web browser to block pop-ups. For example, in Internet Explorer, click **Tools**, and then click **Pop-up Blocker**. To remove adware from your computer, use the anti-spyware/adware program included on your computer (select models only), or use any number of available software programs that remove adware programs.

Note that many of the popular antivirus programs have tools that scan for and remove adware from your computer.

## Internet Access

### Symptom

### Possible solution

I cannot connect to the Internet.

Verify Internet settings, or contact your Internet Service Provider (ISP) for assistance.

Verify that you are using the proper cables for your Internet connection type. Your computer may have a modem and an Ethernet network adapter (also called a network interface card, or NIC). A modem uses a standard telephone cable to make a dial-up connection. A NIC uses a network cable to connect to a local area network (LAN). Do not connect a telephone cable to the NIC. Do not plug a network cable into a telephone service line; doing so may damage the NIC.

For more information about connecting to the Internet, press the Help & button on the keyboard to open the Help and Support Center.

Verify that the Web browser is installed and set up to work with your ISP.

Run the wireless setup wizard:

- 1 Click the **Windows Vista start button**, and then select **Network**.
- 2 In the Network window, click **Network and Sharing Center**.
- 3 In the Network and Sharing Center window, click **Set up a connection or network** to open the wizard.
- 4 Follow the onscreen instructions.

If your system has external antennas, try to move the antenna to a better position. If the antenna is internal, try to move the chassis.

Try to connect again later, or contact your ISP for assistance.

I cannot automatically start Internet programs.

Log in to your ISP, and start the desired program.

Web pages load slowly.

Verify that the correct modem speed and COM port are selected:

- 1 Click the **Windows Vista start button**, and then click **Control Panel**.
- 2 Click **Hardware and Sound**.
- 3 Double-click **Phone and Modem Options**.
- 4 Click the **Modems** tab, and then click the **Properties** button.
- 5 In the *Device status* area, verify the modem is working properly.

Note that Web pages do not always load as quickly as files stored on your computer. Web pages may also load slowly if there is a high demand for the Web site at that time.



## Hardware Installation (continued)

### Symptom

### Possible solution

A new device does not work.

To install or uninstall a device driver, you must be logged in with administrative privileges. If you need to switch users,



click the **Windows Vista start button**, click the **Arrow**

button next to the **Lock** button, and then click **Switch User**. Choose a user with administrative privileges.

A device does not work after installing a new device.

To resolve a device conflict, you may need to disable one of the devices or uninstall an old device driver:

1 Click the **Windows Vista start button**, right-click **Computer**, and then click **Properties**.

2 Under **Tasks**, click **Device Manager**.

3 Click the plus sign (+) next to the problem device and check for

exclamation points in a yellow circle near the device icon. The exclamation point means there is a device conflict or problem with the device. Exclamation points do not always appear when a device is not working properly.

4 If you have removed a hardware device, and the device driver is listed in the Device Manager, this may be causing the device conflict. To uninstall the old driver so that the new device driver works properly, right-click the device, click **Uninstall**, and then click **OK**.

5 Double-click the name of the device, and then select **Properties**.

6 Click the **Resources** tab to verify that there is a device conflict.

7 Click the **General** tab to see whether your device is enabled and working properly. If it is available, click the **Troubleshoot** button, and follow the onscreen instructions in the device troubleshooter wizard.

8 Restart the computer. Click the **Windows Vista start button**, click the **Arrow** button next to the **Lock**



button, and then click **Restart**.

## Hard Disk Drive

### Symptom

Computer seems to be locked up and is not responding.

Use the Windows Task Manager to close any programs not responding, or restart the computer:

- 1 Press the Ctrl, Alt, and Delete keys on the keyboard simultaneously.
- 2 Click **Start Task Manager**.
- 3 Select the program that is not responding, and then click **End Task**.

If closing programs does not work, restart the computer:

- 1 Press the Ctrl, Alt, and Delete keys on the keyboard simultaneously.
- 2 Click the arrow next to the red **Shut Down** button, and then click **Restart**.

Or

- 1 Press and hold the On button for 5 or more seconds to turn off the computer.
- 2 Press the On button to start the computer.

Error message: *Hard disk drive error.*  
Press the Help & button on the keyboard to open the Help and Support Center, or refer to the *Limited Warranty and Support Guide* to contact Support.

## Hardware Installation

### Symptom

### Possible solution

A new device is not recognized as part of the system.  
Install the device driver from the CD provided with the device, or download and install the driver from the device manufacturer's Web site.  
You may need an updated driver for Windows Vista. Contact the device vendor directly for an update.

For HP peripherals, visit the HP Web site. For details, refer to the *Limited Warranty and Support Guide* for details.

Ensure that all cables are properly and securely connected and that the pins in the cable or connector are not bent.

Turn off the computer, turn on the external device, and then turn on the computer to integrate the device with the computer.

Restart the computer, and follow the instructions for accepting the changes.

Disable the automatic settings in the operating system for the card, and choose a basic configuration that does not cause a resource conflict.

You can also reconfigure or disable devices to resolve the resource conflict.

# Display (Monitor)

In addition to the information listed here, also refer to the documentation that came with your monitor.

Symptom	Possible solution
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Screen is blank, and monitor power light is not lit.

Reconnect the power plug to the back of the monitor and to the wall outlet. Press the On button on the front of the monitor.

Screen is blank.

Press the space bar on the keyboard or move the mouse to make the screen display visible again.

Press the Sleep button (select models only), or the Esc key on the keyboard, to resume from sleep mode.

Press the On button to turn on the computer.

Inspect the monitor video connector for bent pins:

- If any of the pins are bent, replace the monitor connector cable.
- If no pins are bent, reconnect the monitor connector cable to the computer.

Images on the screen are too large or too small, or the images are fuzzy.

- 1 Right-click the desktop, and then click **Personalize**.
- 2 Click **Display Settings**.
- 3 Adjust **Resolution** as necessary.

Adjust the monitor resolution setting in Windows Vista:

## Video

### Symptom

Some video files do not play.

Your file may be corrupt or in an unsupported format. Open the video file in a video editor, and then resave the file in a supported format.

### Possible solution

Codec error messages appear when I play certain video files.

Open the file in Windows Media Player. Ensure Windows Media Player is configured to automatically download codecs.

■ If the correct codec is available, the file will play. Note that you must be connected to the Internet to download the codec file.

■ If the correct codec is not available, check to see whether there is an update available for Windows Media Player.

For more information, open Windows Media Player Help and search for codec.

Error message: *Files Needed To Display Video Are Missing or Corrupt.*

- 1 Click the **Windows Vista start button**, right-click **Computer**, and then click **Properties**.
- 2 Under **Tasks**, click **Device Manager**.
- 3 Click the plus sign (+) next to **Sound, video and game controllers**.
- 4 Right-click **TV tuner** (select models only), and then click **Update Driver Software**.
- 5 Select **Search automatically for updated driver software**.
- 6 Follow the instructions to update the driver.
- 7 If you are prompted, restart the computer.

## CD and DVD Drives (continued)

Possible solution	Symptom
Select a slower write speed for the recording drive, if a slower speed is available.	I cannot create (record) a disc.
The recording software may not let you add a track if it exceeds the available space on your disc. You can make space available by removing one or more tracks from the list before recording the files to the disc.	(continued)
Close all software programs and windows before recording.	
Ensure you have enough available space on your hard disk drive to store a temporary copy of the content.	
Click the <b>Windows Vista start button</b> , and then click <b>Computer</b> . Right-click the hard disk drive, and then click <b>Properties</b> to view the available space.	
If you are on a network, copy the files from a network drive to your hard disk drive first, and then record them to disc.	
Close all programs and windows, and then restart your computer.	
I cannot add data to a DVD.	Ensure you set the correct recording option (append or add data files) in your DVD recording software.
Titles of music tracks are not displayed for the CD.	For the artist, title, and track information to appear when you play music CDs, the computer must be connected to the Internet. This information is not recorded on the disc.
Track information may not be available for every CD.	You may need to select the capture device if your computer has both an analog and a digital video capture device. To find out how to change the video device selection, refer to the Help menu in the video capture program.
I cannot play a DVD movie on a DVD player.	Your DVD player cannot play video files that were recorded onto the DVD as data files. To play a movie properly, use a video recording program. Some video files may be viewed on a computer, but not on a home DVD video player.

## CD and DVD Drives

Symptom	Possible solution
The CD or DVD drive cannot read a disc, or it takes too long to start.	Wait at least 30 seconds for the drive to determine the type of media. Clean the disc with a disc cleaning kit, available from most computer stores. The driver may be corrupted or outdated. For detailed information about restoring and updating drivers, see "Updating Drivers" on page 22.
I cannot remove a CD or DVD.	Turn on your computer, and press the Eject button nearest the drive to open the tray. If you suspect a problem with the Eject button itself: <ol style="list-style-type: none"><li>1 Click the <b>Windows Vista start button</b>, and then click <b>Computer</b>.</li><li>2 Right-click the CD or DVD drive you want to open.</li><li>3 Select <b>Eject</b> from the menu.</li></ol>
My mini-CD disc is falling down inside the computer.	On all Slimline computers, the CD/DVD drive is installed in a vertical position. Standard-sized CDs and DVDs can fit into the drive vertically; however if you are using a mini-disc, you must first place the computer on its side before you insert the mini-disc. <ol style="list-style-type: none"><li>1 Face the front of the computer and lay the computer down on its right side.</li><li>2 Press the Eject button to open the CD/DVD tray.</li><li>3 Place the mini-disc into the recess inside the tray, and press the Eject button again to close it.</li></ol>
I cannot create (record) a disc.	Ensure the disc is inserted with the label facing up and centered in the tray. Verify that you are using the correct disc type (media) for the drive. Try a different brand of disc. Ensure the disc is clean and undamaged. If recording stopped during a recording session, the disc may be damaged; use a different disc. Use the correct type of disc for the type of files you are recording. When using a CD-R disc, ensure it is blank if recording music, and that it is blank or appendable (with space to add more data files) if recording data. Verify that you are using the correct disc type when you make a copy of a disc. Some recording programs can record only to the same disc type as the source. For example, you can record a DVD only to a DVD+R/-R or a DVD+RW/-RW disc, and you can record a CD only to a CD-R or a CD-RW disc. Ensure that the disc is in the correct drive, and that you specify the same drive in the CD or DVD recording software.

## Audio (continued)

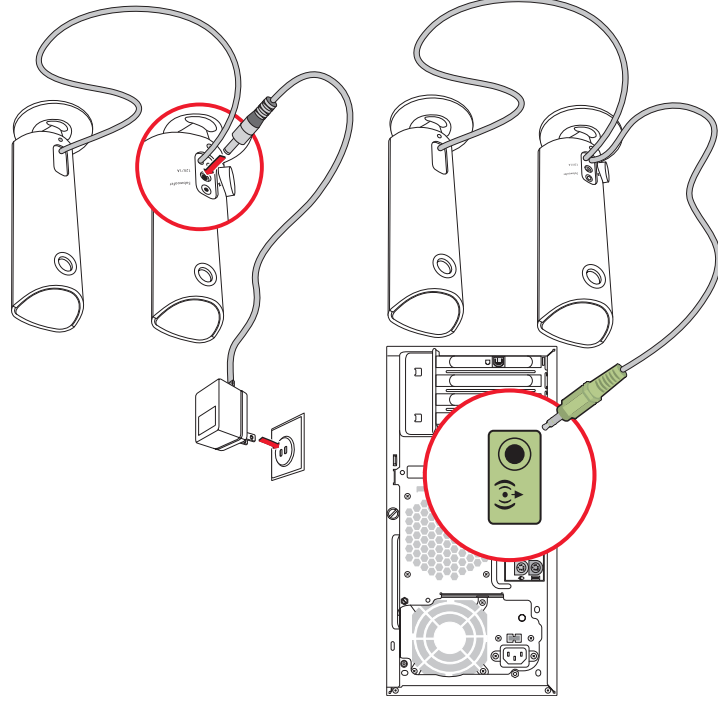
### Symptom

Codec error messages appear when certain audio files are played.

- Open the file in Windows Media Player. Ensure Windows Media Player is configured to automatically download codecs.
- If the correct codec is available, the file will play. Note that you must be connected to the Internet to download the codec file.
  - If the correct codec is not available, check to see whether there is an update available for Windows Media Player.
- For more information, open Windows Media Player Help and search for codec.

Volume is very low or unsatisfactory.

Detached non-powered speakers (speakers without a separate power cord) will not produce satisfactory sound. Replace the non-powered speakers with powered speakers. Powered speakers have a power cord and On button, and they connect to the Audio Out (green) connector on the back of the computer.



# Troubleshooting Computer Problems

The troubleshooting tables appear in the following order:

- Audio
- CD and DVD Drives
- Video
- Display (Monitor)
- Hard Disk Drive
- Hardware Installation

- Internet Access
  - Keyboard and Mouse
  - Power
  - Performance
  - Bluetooth Wireless Devices
  - Miscellaneous
- For more information about monitor problems, or for problems related specifically to your printer, refer to the documentation provided by the product manufacturer.

## Audio

### Symptom


No sound is produced.

Press the Mute button on the keyboard to see whether the Mute feature is enabled.

Or

- 1 Click the **Windows Vista start button**, and then click **Control Panel**.
- 2 Click **Hardware and Sound**, and then click **Adjust system volume**.
- 3 If programs are muted, click the **Mute** button to unmute.

If you are using built-in monitor speakers, use the monitor front panel volume button to adjust volume. Use the front panel buttons to enter the onscreen display (OSD) to be sure audio is enabled and volume is set appropriately.

Click the **Volume** icon () on the task bar, or use the keyboard controls to increase the volume.

Ensure powered (active) speakers are turned on.

Turn off your computer, and reconnect the speakers. Ensure the speakers are connected to an audio port, not a Line In or headphone port.

Press the Sleep button (select models only), or the Esc key on the keyboard, to resume from sleep mode.

Unplug headphones if they are connected to your computer.



## Keeping the Computer Free of Dust and Dirt

Keeping your computer system free of dust and dirt will prolong its life. Dust, pet hair, and other particles can build up, creating a blanket effect; as a result, components can overheat, or, in the case of the keyboard and mouse, not work as smoothly and effectively. Check your system once a month for visible signs of dust and debris, and clean it about once every three months.

### Cleaning the computer and monitor

- 1 Unplug the computer from its power source.
  - 2 Unplug the monitor from its power source.
  - 3 Use a clean, dry cloth to dust the computer case and the monitor.
  - 4 Use a clean cloth dampened with warm water to wipe the computer case and the monitor case.
- Do not use water on the monitor screen.

- 
- NOTE:** If there is sticker residue or a spill on the computer or monitor case, use isopropyl or rubbing alcohol and a lint-free cloth to remove it.
- 5 Use a clean cloth to dry the computer and monitor case.
  - 6 Use a clean, dry cloth to clean the monitor screen, or, for more thorough cleaning use an anti-static screen cleaner and a clean cloth.

### Cleaning vents

- Air vents keep the computer and monitor cool. To maintain efficient air flow, keep these vents clean by using a small battery-operated vacuum cleaner. (A battery-operated vacuum cleaner eliminates the risk of electric shock.)
- 1 Run the vacuum over the vents in the computer case and the monitor case.
  - 2 Remove any debris that has accumulated in and around the computer ports (for example, the Ethernet and USB ports).

### Cleaning the keyboard and mouse

- When cleaning the keyboard keys, use a low setting on the battery-powered vacuum cleaner, to avoid removing key caps and springs.
- 1 Vacuum between the keys of the keyboard and along the grooves.
  - 2 Use a clean, dry cloth and isopropyl alcohol to clean buildup on the keyboard keys and along its edges.
  - 3 Wipe the body of the mouse and the mouse cord with cleaning wipes or a cloth and cleanser.
- If you have a rollerball mouse, clean the ball and rollers inside:

- 1 Turn the mouse upside down.
- 2 Rotate the ball-cover ring counterclockwise to remove the ring and release the roller ball.
- 3 Rinse the roller ball with soap and warm water.
- 4 Clean the rollers inside the mouse with a cotton swab dampened with isopropyl alcohol.
- 5 After the roller ball and rollers are completely dry, replace the ball and ball-cover ring.

## Checking for Hard Disk Drive Errors

Perform the following procedure to check the integrity of the hard disk drive in Windows Vista. Close all open programs before beginning the disk check.

- 1 Click the **Windows Vista start button**, and then click **Computer**.
- 2 Right-click the hard disk drive that you want to check, and then click **Properties**.
- 3 Click the **Tools** tab.
- 4 Under **Error-checking**, click **Check Now**.
- 5 If desired, place a check mark in the **Automatically fix file system errors** and **Scan for and attempt recovery of bad sectors** check boxes.
- 6 Click **Start**. If prompted to restart the computer, click **Yes**.  
The computer will restart and check the hard disk drive for errors.

## Understanding Hard Disk Drive Space

The hard disk drive on the Hewlett-Packard and Compaq computers with the Windows Vista operating system preinstalled *may* appear to be smaller than what is stated in the product specifications, in the documentation, or on the box. Hard disk drives are described and advertised by manufacturers in terms of decimal (base 10) capacity. Windows Vista and other programs, such as FDISK, use the binary (base 2) numbering system.

In decimal notation, one megabyte (MB) is equal to 1,000,000 bytes, and one gigabyte (GB) is equal to 1,000,000,000 bytes. In the binary numbering system, one megabyte is equal to 1,048,576 bytes, and one gigabyte is equal to 1,073,741,824 bytes. Because of the different measuring systems, you may see a difference between the size reported by Windows Vista and the size advertised. The storage capacity of the hard disk drive is as advertised. Windows Vista reports smaller capacity in the Windows Explorer tool and in the Computer window because it shows information about one partition on the hard disk drive at a time. One of the partitions contains the system recovery information.

## Running the Disk Defragmenter Program

When Microsoft® Windows Vista® operating system stores files on your hard disk drive, it often divides them into multiple pieces (or *fragments*) so they fit into available space on the drive. When you open a fragmented file, the process takes more time because it must be retrieved from more than one place. The Disk Defragmenter program groups the fragmented files together on your hard disk drive to improve computer performance. This does not affect the location of files and folders on your computer.

**NOTE:** The Disk Defragmenter program may take a long time to complete. You can run it unattended overnight.

- 1 Save your work and close all open programs.
- 2 Press the Ctrl-Alt-Delete keys simultaneously.
- 3 Click **Start Task Manager**.
- 4 On the Applications tab, select all the programs that are listed, and then click **End Task**. Close the Task Manager.
- 5 Click the **Windows Vista start button**, **All Programs, Accessories, System Tools**, and then click **Disk Defragmenter**.
- 6 Click **Defragment Now**.

If Disk Defragmenter repeatedly starts, a background program is still accessing the hard disk drive. Restart the computer in Safe Mode, and then run the Disk Defragmenter program again:



- 1 Click the **Windows Vista start button**, click the **Arrow** button next to the **Lock** button, and then click **Restart**.
- 2 Press the F8 key as soon as the first logo screen appears.
- 3 In the Windows Advanced Options menu, use the arrow keys to select **Safe Mode**, and then press Enter.
- 4 After Windows Vista starts, use the procedure above to run the Disk Defragmenter program.
- 5 To turn off Safe Mode, repeat step 1.

## Removing Unused Programs

Unused programs take up memory space and slow down the computer. If there are programs you do not use, follow these steps to uninstall them.

- 1 Click the **Windows Vista start button**, and then click **Control Panel**.
- 2 Click **Uninstall a program**. The Programs and Features window opens.
- 3 Select the program you want to remove, and then click **Uninstall**.
- 4 Follow the onscreen instructions.

---

**NOTE:** Some programs have their own uninstall features. If you cannot uninstall a program from the Control Panel, refer to the program documentation or online Help.

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## Using Windows Update

Check for updates or schedule a monthly automatic update. (See the *Getting Started* guide for details.)

- 1 Click the **Windows Vista start button**, and click **Control Panel**.
- 2 Under **Security**, click the **Check for Updates** button.
- 3 Click **Install Updates**.

## Reviewing programs that automatically run at startup

Set the Startup Programs feature to open only needed software programs, to improve system speed and performance:

- 1 Click the **Windows Vista start button**, click **All Programs**, then click **Windows Defender**.
- 2 Click **Tools**.
- 3 Click **Software Explorer**.
- 4 In the Category list, select **Startup Programs**.
- 5 Select the program that you want to prevent from running at startup, and click **Disable**.

## Running the Disk Cleanup Program

The Disk Cleanup program frees up space on your hard disk drive by removing temporary and unused files (including temporary Internet files and files in the Recycle Bin). You can run Disk Cleanup manually, or you can set it up to run automatically.

### Running Disk Cleanup manually

- 1 Click the **Windows Vista start button**, click **All Programs, Accessories, System Tools**, and then click **Disk Cleanup**.
- 2 Disk Cleanup searches for files to delete and calculates how much disk space can be saved.
- 3 Place a check mark in the check box next to the file types you want to delete.
- 4 Click **OK**, and then click **Delete Files** to finish deleting the selected files.

### Scheduling Disk Cleanup to run automatically


- 1 Click the **Windows Vista start button**, click **All Programs, Accessories, System Tools**, and then click **Task Scheduler**.
- 2 Click **Action**, and then click **Create Basic Task**.
- 3 Type a name for the task, and an optional description.
- 4 Click **Next**, and then click **Next** again.
- 5 Select the recurrence, and click **Next**.
- 6 Select the time at which to run Disk Cleanup, and click **Next**. Disk Cleanup may take a long time, so select a time when the computer is on but not in use.
- 7 Select **Start a program**, and click **Next**.
- 8 Under **Program/Script**, click **Browse**.
- 9 Type *cleanmgr.exe*, and click **Open**, and then **Next**.
- 10 Review the summary of the schedule you set. When you are done, click **Finish**. Disk Cleanup will run at the time you set.

This section includes information about tasks you can perform to help ensure trouble-free operation of your computer, and to ease the recovery of important information on your computer if problems arise in the future.

## Creating Data Backup Discs

Use CD or DVD recording (or *burning*) software that is installed on your computer, (for example, CyberLink Power2Go) to create backup discs of important information, including personal files, e-mail messages, and Web site bookmarks. You can also move data to an external hard disk drive.

The following procedure is just one way to back up data; refer to **Help and Support** for more information.



- 1 Click the **Windows Vista start button**  **All Programs**, and then click **CyberLink DVD Suite**.



The CyberLink registration window opens. Register now or later.


- 2 Click the **data** icon  at the top of the window.

- 3 Click **Make a data DVD** or **Make a data CD**.

The Power2Go window opens, listing your folders.

- 4 Highlight the files or folders you want to move, and then click the **Add** icon  and then click the **Add** icon .

- To remove a file, select it, and then click the **Delete a Folder** icon .
- To remove all files, click the **Delete all Folders** icon .

To create a new folder in the directory, click the **Add Folder** icon . A folder is created under the current directory.

- 5 When you are finished adding files, click the **Burn a Disc** icon.

The Configuration/Information window opens to the Burner tab, to enable you to set your recording configuration. Leave these at the default settings. At the message prompting you to insert a disc, do so.

- 6 Power2Go begins recording your data to disc, showing a progress bar.
- 7 At the message *Data Disc: Completed Successfully*, click **OK**. The disc is automatically ejected.

- 8 Remove the disc from the disc drive, label it, and store it in a safe place.

When writing data to a backup disc, use software that includes *write verification* functionality (CyberLink Power2Go software does). This feature compares the data on your hard disk drive with the data copied to your disc recording software, you may need to manually enable this feature (refer to the software documentation).

If you encounter recording issues, try alternate media (different types or brands). Also, use the Windows Explorer tool to view your files and verify content was copied over. To open Windows Explorer, right-click the **Windows Vista start button**, and then click **Explore**.

## Creating System Recovery Discs

This is a one-time procedure that you should perform while your computer is working properly. If you encounter problems with your computer later, you can restore it to its original factory settings by using the system recovery discs that you created.

Before creating system recovery discs, read "System Recovery" on page 24.



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# Troubleshooting and Maintenance Guide

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