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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Your computer includes multimedia features that allow you to listen to music, watch movies, and view pictures. Your computer may include the following multimedia components:

- Optical drive for playing audio and video discs
- Integrated speakers for listening to music
- Integrated microphone for recording your own audio
- Integrated webcam that allows you to capture and share video
- Preinstalled multimedia software that allows you to play and manage your music, movies, and pictures
- Multimedia buttons (select models only) and hotkeys that provide fast access to multimedia tasks

**NOTE:** Your computer may not include all of the components listed.

The following sections explain how to identify and use the multimedia components included with your computer.
Identifying your multimedia components

The following illustration and table describe the multimedia features of the computer.

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Internal microphones (2)</td>
<td>Record sound.</td>
</tr>
<tr>
<td>(2) Webcam light</td>
<td>Turns on when video software accesses the webcam.</td>
</tr>
<tr>
<td>(3) Webcam</td>
<td>Records audio and video and captures still photographs.</td>
</tr>
<tr>
<td>(4) Speakers (2)</td>
<td>Produce sound.</td>
</tr>
<tr>
<td>(5) Audio-out (headphone) jacks (2)</td>
<td>Produce sound when connected to optional powered stereo speakers, headphones, earbuds, a headset, or television audio.</td>
</tr>
</tbody>
</table>

**WARNING!** To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, refer to the Regulatory, Safety and Environmental Notices.

**NOTE:** When a device is connected to the headphone jack, the computer speakers are disabled.
<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(6) Audio-in (microphone) jack</td>
<td>Connects an optional computer headset microphone, stereo array microphone, or monaural microphone.</td>
</tr>
<tr>
<td>(7) Volume scroll zone</td>
<td>To decrease the volume, slide your finger to the left on the scroll zone or tap the minus sign. To increase the volume, slide your finger to the right on the scroll zone or tap the plus sign.</td>
</tr>
<tr>
<td>(8) Volume mute button</td>
<td>Mutes and restores speaker sound.</td>
</tr>
</tbody>
</table>
Adjusting the volume

You can adjust the volume using the following controls:

- Computer volume buttons:
  - To mute or restore volume, press the mute button (1).
  - To decrease volume, slide your finger across the volume scroll zone from right to left, or tap the minus (-) sign (2).
  - To increase volume, slide your finger across the volume scroll zone from left to right, or tap the plus (+) sign (3).

NOTE: The tapping sound made by the volume button is enabled at the factory. You can disable the sound in the Setup Utility (f10).

- Windows® volume control:
  a. Click the Volume icon in the notification area, at the far right of the taskbar.
  b. Increase or decrease the volume by moving the slider up or down. Click the Mute icon to mute the volume.

  or

  a. Right-click the Volume icon in the notification area, and then click Open Volume Mixer.
  b. In the Master Volume column, increase or decrease the volume by moving the Volume sliders up or down. You can also mute the volume by clicking the Mute icon.

If the Volume icon is not displayed in the notification area, follow these steps to add it:

a. Right-click in the notification area, and then click Properties.

b. Click the Notification Area tab.
c. Under System icons, select the **Volume** check box.
d. Click **OK**.

- **Program volume control:**
  
  Volume can also be adjusted within some programs.
Using the media activity functions

The media activity hotkeys and the media activity buttons (select models only) control the play of an audio CD or a DVD or BD that is inserted into the optical drive.

Using the media activity hotkeys

A media activity hotkey is a combination of the fn key (1) and a function key (2).

- When an audio CD or a DVD is not playing, press fn+f9 (3) to play the disc.
- When an audio CD or a DVD is playing, use the following hotkeys:
  - To pause or resume playing the disc, press fn+f9 (3).
  - To stop the disc, press fn+f10 (4).
  - To play the previous track of an audio CD or the previous chapter of a DVD, press fn+f11 (5).
  - To play the next track of an audio CD or the next chapter of a DVD, press fn+f12 (6).
The computer includes preinstalled multimedia software. Depending on the hardware and software included with the computer, the following multimedia tasks may be supported:

- Playing digital media, including audio and video CDs, audio and video DVDs, and Internet radio
- Creating or copying data CDs
- Creating, editing, and burning audio CDs
- Creating, editing, and burning a video or movie to a DVD or video CD

Using MediaSmart software

MediaSmart turns your computer into a mobile entertainment center. With MediaSmart, you can enjoy music and DVD and BD movies. You can also manage and edit your photo collections. MediaSmart includes the following features:

- Internet TV—Classic oldies, a range of TV shows and channels, as well as the HP-TV channel streamed in full-screen to computers with an Internet connection.
- Playlist upload support:
  - Upload your MediaSmart photo playlists to Internet photo albums, such as Snapfish.
  - Upload your MediaSmart video playlists to YouTube.
  - Export your MediaSmart playlist to the CyberLink DVD Suite.
- Pandora Internet radio (North America only)—Listen to music selected just for you, streamed from the Internet.

To start MediaSmart:

▲ Press the media button on your computer.

For more information on using MediaSmart, select Start > Help and Support.

Using multimedia software

▲ Select Start > All Programs, and then open the multimedia program you want to use. For example, if you want to use Windows Media Player to play an audio CD, click Windows Media Player.
1. Insert a disc into the optical drive.
   An AutoPlay dialog box opens.
2. Click a multimedia task from the list, and then choose the software you want to use for that task.

**Installing multimedia software from a disc**

1. Insert the disc into the optical drive.
2. When the installation wizard opens, follow the on-screen instructions.
3. Restart the computer if prompted to do so.
Your computer enables you to use a variety of audio features:

- Play music using your computer speakers and/or connected external speakers
- Record sound using the internal microphone or connect an external microphone
- Download music from the Internet
- Create multimedia presentations using audio and images
- Transmit sound and images with instant messaging programs
- Stream radio programs
- Create or “burn” audio CDs

Connecting external audio devices

⚠️ **WARNING!** To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, refer to the *Regulatory, Safety and Environmental Notices*.

To connect external devices such as external speakers, headphone, or a microphone, refer to the information provided with the device. For best results, remember the following tips:

- Be sure that the device cable is securely connected to the correct jack on your computer. (Cable connectors are normally color-coded to match the corresponding jacks on the computer.)
- Be sure to install any drivers required by the external device.

**NOTE:** A driver is a required program that acts like a translator between the device and the programs that use the device.
Checking your audio functions

To check the system sound on your computer, follow these steps:

1. Select **Start > Control Panel**.
2. Click **Hardware and Sound**.
3. Click **Sound**.
4. When the Sound window opens, click the **Sounds** tab. Under **Program**, select any sound event, such as a beep or alarm, and click the **Test** button.

   You should hear sound through the speakers or through connected headphones.

To check the record functions of the computer, follow these steps:

1. Select **Start > All Programs > Accessories > Sound Recorder**.
2. Click **Start Recording** and speak into the microphone. Save the file to your desktop.
3. Open Windows Media Player or MediaSmart and play back the sound.

**NOTE:** For best results when recording, speak directly into the microphone and record sound in a setting free of background noise.

▲ To confirm or change the audio settings on your computer, right-click the **Sound** icon on the taskbar, or select **Start > Control Panel > Hardware and Sound > Sound** icon.
Your computer enables you to use a variety of video features:

- Watch movies
- Play games over the Internet
- Edit pictures and video and create presentations
- Connect external video devices
- Watch TV over the Internet, or watch, record and pause live TV using a TV tuner accessory (purchased separately)

Connecting an external monitor or projector

The external monitor port connects an external display device, such as an external monitor or a projector, to the computer.

▲ To connect a display device, connect the device cable to the external monitor port.

NOTE: If a properly connected external display device does not display an image, press fn+f4 to transfer the image to the device. Repeatedly pressing fn+f4 alternates the screen image between the computer display and the device.
Connecting an HDMI device

The computer includes an HDMI (High Definition Multimedia Interface) port. The HDMI port connects the computer to an optional video or audio device, such as a high-definition television, or any compatible digital or audio component.

**NOTE:** To transmit video signals through the HDMI port, you need an HDMI cable (purchased separately).

The computer can support one HDMI device connected to the HDMI port, while simultaneously supporting an image on the computer display or any other supported external display.

To connect a video or audio device to the HDMI port:

1. Connect one end of the HDMI cable to the HDMI port on the computer.
2. Connect the other end of the cable to the video device, according to the device manufacturer’s instructions.
3. Press fn+f4 on the computer to switch the image between the display devices connected to the computer.

**Configuring the audio using HDMI**

For best results, connect an audio or video device, such as a high-definition TV, to the HDMI port on your computer, and use MediaSmart as your media program.

You must also determine what type of graphics card is installed on your computer, and then configure the default audio playback device according to that graphics card.

**Determining the type of graphics card installed on your computer**

▲ Check the label on the computer keyboard.

– or –

1. Select Start > Computer > System properties.
2. In the left pane, click Device Manager, and then click the plus sign (+) next to Display adapters.
NOTE: Windows includes the User Account Control feature to improve the security of your computer. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings. Refer to Help and Support for more information.

Setting HDMI as the default audio playback device

1. Select Start > Control Panel > Hardware and Sound > Sound icon.
2. If you have an Intel integrated graphics card or an ATI or NVIDIA graphics card, click the Playback tab, click Digital Output Device (HDMI), and then click Set Default.
3. Click OK.
4. Start MediaSmart (or restart it if it is already running).
Your computer may include an optical drive that expands the functionality of the computer. Identify what kind of device is installed in your computer to see its capabilities. The optical drive allows you to read data discs, play music, and watch movies. If your computer includes a Blu-ray Disc ROM Drive, then you can also watch high-definition video from disc.

**Identifying the installed optical drive**

▲ Select **Start > Computer**.

You will see a list of installed devices. You may have one of the following devices:

- DVD±RW/R and CD-RW Combo Drive
- DVD±RW/R and CD-RW Combo Drive with Double-Layer (DL) support
- LightScribe DVD±RW/R and CD-RW Combo drive with Double-Layer (DL) support
- Blu-ray ROM with LightScribe DVD±R/RW SuperMulti DL Drive
- Blu-ray ROM DVD±R/RW SuperMulti DL Drive

**NOTE:** Some of the drives listed above may not be supported by your computer.
Using optical discs

An optical drive, such as a DVD-ROM drive, supports optical discs (CDs and DVDs). These discs store information, such as music, photos, and movies. DVDs have a higher storage capacity than CDs.

Your optical drive can read standard CD and DVD discs. If your optical drive is a Blu-ray Disc ROM Drive, it can also read Blu-ray discs.

**NOTE:** Some of the optical drives listed may not be supported by your computer. The listed drives are not necessarily all of the supported optical drives.

Some optical drives can also write to optical discs as described in the following table.

<table>
<thead>
<tr>
<th>Optical drive type</th>
<th>Write to CD-RW</th>
<th>Write to DVD±RW/R</th>
<th>Write to DVD+R DL</th>
<th>Write label to LightScribe CD or DVD ±RW/R</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blu-ray ROM DVD±R/RW SuperMulti DL Drive</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>SuperMulti LightScribe DVD±RW and CD-RW Combo Drive with DL support</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Blu-ray ROM with LightScribe DVD±R/RW SuperMulti DL Drive</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**CAUTION:** To prevent possible audio and video degradation, loss of information, or loss of audio or video playback functionality, do not initiate Sleep or Hibernation while reading or writing to a CD or DVD.

Selecting the right disc

There are 3 kinds of optical discs: CDs, DVDs, and BDs (Blu-ray discs). CDs can be used for storing your personal files. DVDs and BDs, which have a much higher storage capacity, are typically used for movies, software, and data backup.

**NOTE:** The optical drive on your computer may not support all the types of optical discs discussed in this section.

CD-R discs

Use CD-R (write-once) discs to create permanent archives and to share files. Typical uses include the following:

- Distributing large presentations
- Sharing scanned and digital photos, video clips, and written data
- Making your own music CDs
- Keeping permanent archives of computer files and scanned home records
- Freeing hard drive space by enabling you to offload files
After data is recorded, it cannot be erased or written over.

**CD-RW discs**

Use a CD-RW disc (a rewritable version of a CD) to store large projects that must be updated frequently. Typical uses include the following:

- Developing and maintaining large documents and project files
- Transporting work files
- Making weekly backups of hard drive files
- Updating photos, video, audio, and data continuously

**DVD±R discs**

Use blank DVD±R discs to permanently store large amounts of information. After data is recorded, it cannot be erased or written over.

**DVD±RW discs**

Use DVD±RW discs if you want to be able to erase or write over data that you saved earlier. This type of disc is ideal for testing audio or video recordings before you burn them to a CD or DVD that cannot be changed.

**LightScribe DVD+R discs**

Use LightScribe DVD+R discs for sharing and storing data, home videos, and photos. These discs are read-compatible with most DVD-ROM drives and DVD video players. With a LightScribe-enabled drive and LightScribe software, you can write data to the disc and then add a designer label to the outside of the disc.

**Blu-ray Disc**

Also called BD, Blu-ray Disc is a high-density optical disc format for the storage of digital information, including high-definition video. A single-layer Blu-ray Disc can store 25 GB, over 5 times the capacity of a single-layer DVD at 4.7 GB. A dual-layer Blu-ray Disc can store 50 GB, almost 6 times the capacity of a dual-layer DVD at 8.5 GB.

Typical uses include the following:

- Storage of large amounts of data
- High-definition video playback and storage

NOTE: Because Blu-ray is a new technology, certain disc, digital connection, compatibility, and/or performance issues may arise. Flawless playback on all systems is not guaranteed.
Playing a disc

1. Turn on the computer.
2. Press the release button (1) on the optical drive bezel to release the disc tray.
3. Pull out the tray (2).
4. Hold the disc by the edges to avoid touching the flat surfaces, and position the disc label-side up over the tray spindle.

**NOTE:** If the tray is not fully accessible, tilt the disc carefully to position it over the spindle.
5. Gently press the disc (3) down onto the tray spindle until the disc snaps into place.
6. Close the disc tray.
7. If the AutoPlay dialog box opens, follow these steps:
   a. Under the topic **Choose what happens when you insert each type of media**, select the check box for the media you want to play: audio CD, DVD movie, software or games, or pictures.
   b. Select the check box for the software you want to use to perform this task.

**NOTE:** After you insert a disc, a short pause is normal.

Configuring AutoPlay

AutoPlay allows you to specify a specific program for a variety of media types: audio CD (used to record and play music), DVD movie, software and games, pictures, or blank CD or DVD (to burn a disc).

1. Select **Start > Control Panel > Play CDs or other media automatically**.
2. Confirm that the **Use AutoPlay for all media and devices** check box at the upper left of the computer screen is selected.
3. Click **Choose a default**, and then select one of the available options for each media type listed.
4. Click **Save** to confirm your selections.
NOTE: For more information about AutoPlay, refer to Help and Support.
Changing DVD region settings

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

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

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

The region setting you select the fifth time becomes the permanent region setting on the DVD drive.

The number of region changes remaining is displayed on the DVD Region tab.

To change settings through the operating system:

1. Select **Start > Computer > System properties**.
2. In the left pane, click **Device Manager**.

   📝 NOTE: Windows includes the User Account Control feature to improve the security of your computer. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings. Refer to Help and Support for more information.

3. Click the "+" sign next to **DVD/CD-ROM drives**.
4. Right-click the DVD drive for which you want to change region settings, and then click **Properties**.
5. Make the desired changes on the **DVD Region** tab.
6. Click **OK**.

Creating or “burning” a CD or DVD

If your computer includes a CD-RW, DVD-RW, or DVD±RW optical drive, you can use software such as Windows Media Player to burn data and audio files, including MP3 and WAV music files. To burn video files to a CD or DVD, use Windows DVD Maker.

⚠️ CAUTION: To prevent loss of information or damage to a disc, observe the following guidelines:

Before writing to a disc, connect the computer to a reliable external power source. Do not write to a disc while the computer is running on battery power.

Before writing to a disc, close all open programs except the disc software you are using.

Do not copy directly from a source disc to a destination disc or from a network drive to a destination disc. Instead, copy from a source disc or network drive to your hard drive, and then copy from your hard drive to the destination disc.

Do not use the computer keyboard or move the computer while the computer is writing to a disc. The write process is sensitive to vibration.
Observe the following guidelines when burning a CD or DVD:

- Before burning a disc, save and close any open files and close all programs.
- A CD-R or DVD-R is usually best for burning audio files because after the information is copied, it cannot be changed.
- Because some home and car stereos will not play CD-RWs, use CD-Rs to burn music CDs.
- A CD-RW or DVD-RW is generally best for burning data files or for testing audio or video recordings before you burn them to a CD or DVD that cannot be changed.
- DVD players used in home systems usually do not support all DVD formats. Refer to the user guide that came with your DVD player for a list of supported formats.
- An MP3 file uses less space than other music file formats, and the process for creating an MP3 disc is the same as the process for creating a data file. MP3 files can be played only on MP3 players or on computers with MP3 software installed.

To burn a CD or DVD, follow these steps:

⚠️ **CAUTION:** Observe the copyright warning. It is a criminal offense, under applicable copyright laws, to make unauthorized copies of copyright-protected material, including computer programs, films, broadcasts, and sound recordings. Do not use this computer for such purposes.

1. Download or copy the source files into a folder on your hard drive.
2. Insert a blank CD or DVD into the optical drive.
3. Select **Start > All Programs** and the name of the program you want to use.
   
   **NOTE:** Some programs may be located in subfolders.
4. Select the kind of CD or DVD you want to create—data, audio, or video.
5. Right-click **Start**, click **Explore**, and navigate to the folder where the source files are stored.
6. Open the folder, and then drag the files to the drive that contains the blank optical disc.
7. Initiate the burning process as directed by the program you have selected.

For specific instructions, refer to the software manufacturer’s instructions, which may be provided with the software, on disc, or on the manufacturer’s Web site.

**NOTE:** For information about using software included with the computer, refer to the software manufacturer’s instructions that may be provided on disc, in the software Help, or on the software manufacturer’s Web site.

### Removing a disc

1. Press the release button (1) on the drive bezel to release the disc tray, and then gently pull out the tray (2) until it stops.
2. Remove the disc (3) from the tray by gently pressing down on the spindle while lifting the outer edges of the disc. Hold the disc by the edges and avoid touching the flat surfaces.

NOTE: If the tray is not fully accessible, tilt the disc carefully as you remove it.

3. Close the disc tray and place the disc in a protective case.

Preventing playback disruptions

To reduce the possibility of playback disruption:

- Save your work and close all open programs before playing a CD or a DVD.
- Do not connect or disconnect hardware while playing a disc.

Do not initiate Hibernation or Sleep while playing a disc. Otherwise, you may see a warning message asking if you want to continue. If this message is displayed, click No. After you click No, the computer may behave in either of the following ways:

- Playback may resume.

  – or –

- The playback window in the multimedia program may close. To return to playing the CD or DVD, click the Play button in your multimedia program to restart the disc. In rare cases, you may need to exit the program and then restart it.
Select computer models include an integrated webcam, located on the top of the display. The webcam can be used with a variety of software for the following functions:

- Capturing and sharing video
- Streaming video with instant message software
- Taking still photos

**NOTE:** For information about using webcam software, refer to the software Help for that program.

The webcam light (1) turns on when video software accesses the webcam (2).

For optimum performance, observe the following guidelines while using the integrated webcam:

- Be sure that you have the latest version of an instant message program before attempting a video conversation.
- Your integrated webcam may not work properly across some network firewalls. If you are having trouble viewing or sending video to someone on another LAN or outside your network firewall, contact your Internet service provider for assistance.

**NOTE:** If you are having trouble viewing or sending multimedia files to someone on another LAN or outside your network firewall, temporarily disable the firewall, perform the task you want to perform, and then re-enable the firewall. To permanently resolve the problem, reconfigure the firewall as necessary, and adjust the policies and settings of other intrusion detection systems.

- Whenever possible, place bright light sources behind the webcam and out of the picture area.
Adjusting webcam properties

You can adjust webcam properties using the Properties dialog box, which is accessible from various programs that use the integrated camera, usually from a configuration, settings, or properties menu:

- **Brightness**—Controls the amount of light that is incorporated into the image. A higher brightness setting creates a brighter image; a lower brightness setting creates a darker image.

- **Contrast**—Controls the difference between lighter and darker areas on the image. A higher contrast setting intensifies the image; a lower contrast setting maintains more of the original information’s dynamic range but leads to a flatter image.

- **Hue**—Controls the aspect of color that distinguishes it from another color (what makes a color red, green, or blue). Hue is distinct from saturation, which measures the intensity of the hue.

- **Saturation**—Controls the strength of color in the final image. A higher saturation setting creates a bolder image; a lower saturation setting creates a more subtle image.

- **Sharpness**—Controls the definition of edges in an image. A higher sharpness setting creates a more defined image; a lower sharpness setting creates a softer image.

- **Gamma**—Controls the contrast affecting the mid-level grays or midtones of an image. Adjusting the gamma of an image allows you to change the brightness values of the middle range of gray tones without dramatically altering the shadows and highlights. A lower gamma setting makes grays look black, and makes dark colors even darker.

- **Backlight Comp**—Compensates in cases where a subject with a large amount of background light would otherwise be obscured by blooming or silhouetting.

For information about using the webcam, select **Start > Help and Support**.
The following sections describe several common issues and resolutions.

**The disc tray does not open for removal of a disc**

1. Insert the end of a paper clip (1) into the release access in the front bezel of the drive.
2. Press in gently on the paper clip until the disc tray is released, and then pull out the tray (2) until it stops.
3. Remove the disc (3) from the tray by gently pressing down on the spindle while lifting the outer edges of the disc. Hold the disc by the edges and avoid touching the flat surfaces.

   **NOTE:** If the tray is not fully accessible, tilt the disc carefully as you remove it.

4. Close the disc tray and place the disc in a protective case.
The disc drive does not work

If the disc drive does not work, the computer may not be detecting the drive because a device driver is missing or corrupted. If you suspect that the disc drive is not being detected, verify that the drive is listed in Device Manager.

1. Remove any discs from the optical drive.

2. Click Start > Control Panel > Device Manager.

3. In the Device Manager window, click the plus sign (+) next to DVD/CD-ROM drives, unless a minus sign (-) is already showing. Look for an optical drive listing.

   If the drive is not listed, install (or reinstall) the device driver as instructed in the following section.

A disc does not play

- Save your work and close all open programs before playing a CD, DVD, or BD.
- Log off the Internet before playing a CD, DVD, or BD.
- Be sure that you insert the disc properly.
- Be sure that the disc is clean. If necessary, clean the disc with filtered water and a lint-free cloth. Wipe from the center of the disc to the outer edge.
- Check the disc for scratches. If you find scratches, treat the disc with an optical disc repair kit available at many electronics stores.
- Disable Sleep before playing the disc.

Do not initiate Hibernation or Sleep while playing a disc. Otherwise, you may see a warning message asking if you want to continue. If this message is displayed, click No. After you click No, the computer may behave in either of the following ways:

- Playback may resume.
  - or -
- The playback window in the multimedia program may close. To return to playing the disc, click the Play button in your multimedia program to restart the disc. In rare cases, you may need to exit the program and then restart it.

- Increase system resources:
  - Turn off or disconnect external devices, such as printers and scanners, to free up system resources and improve playback quality.
  - Change desktop color properties by lowering system color properties to 16-bit color as follows:
    1. Right-click anywhere on the desktop except on an icon, and then select Personalize > Display Settings.
    2. Set Colors to Medium (16 bit), if this setting is not already selected.
A disc does not play automatically

1. Select Start > Control Panel > AutoPlay.
2. Confirm that the **Use AutoPlay for all media and devices** check box is selected.
3. Click **Save**.

A CD, DVD, or BD should now start automatically when it is inserted into the optical drive.

A DVD movie stops, skips, or plays erratically

- Clean the disc.
- Conserve system resources by trying the following suggestions:
  - Log off the Internet.
  - Change the color properties of the desktop:
    1. Right-click on a blank area of the computer desktop, and select **Personalize > Display Settings**.
    2. Set **Colors** to **Medium (16 bit)**, if this setting is not already selected.
  - Disconnect external devices, such as a printer, scanner, camera, or handheld device.

A DVD movie is not visible on an external display

1. If both the computer display and an external display are turned on, press fn+f4 one or more times to switch between the 2 displays.
2. Configure the monitor settings to make the external display primary:
   a. Right-click on a blank area of the computer desktop, and select **Personalize > Display Settings**.
   b. Specify a primary display and a secondary display.

**NOTE:** When using both displays, the DVD image will not appear on any display designated as the secondary display.

To get information about a multimedia question not covered in this guide, go to **Start > Help and Support**.
The process of burning a disc does not begin, or it stops before completion

- Be sure that all other programs are closed.
- Turn off Sleep mode and Hibernation.
- Be sure that you are using the right kind of disc for your drive. See your user guides for more information about disc types.
- Be sure that the disc is inserted properly.
- Select a slower write speed and try again.
- If you are copying a disc, save the information on the source disc to your hard drive before trying to burn the contents to a new disc, and then burn from your hard drive.
- Reinstall the disc-burning device driver located in the DVD/CD-ROM drives category in Device Manager.

A DVD playing in Windows Media Player produces no sound or picture

Use MediaSmart to play a DVD. MediaSmart is installed on the computer and is also available from the HP Web site at http://www.hp.com.

A device driver must be reinstalled

1. Remove any discs from the optical drive.
2. Click Start and type device manager in the Start Search box.
   As you type, search results are listed in the pane above the box.
3. In the results pane, click Device Manager. If prompted by User Account Control, click Continue.
4. In the Device Manager window, click the plus sign (+) next to the type of driver you want to uninstall and reinstall (for example, DVD/CD-ROMs, Modems, and so on) unless the minus sign (-) is already showing.
5. Click a listed driver, and press the delete key. When prompted, confirm that you want to delete the driver, but do not restart the computer.
   Repeat for any other drivers you want to delete.
6. In the Device Manager window, click the Scan for hardware changes icon in the toolbar. Windows scans your system for installed hardware and installs default drivers for any devices requiring drivers.

   **NOTE:** If you are prompted to restart the computer, save all open files, and then continue with the restart.
7. Reopen Device Manager, if necessary, and then verify that the drivers are once again listed.
8. Try to use your device.
If uninstalling and reinstalling the default device drivers does not correct the problem, you may need to update your drivers using the procedures in the following sections.

**Obtaining the latest HP device drivers**

Follow either of the following procedures to obtain HP device drivers.

To use the HP Update Utility:

1. Select **Start > All Programs > HP > HP Update**.
2. On the HP Welcome screen, click **Settings** to select how and when the utility should check for software updates on the Web.
3. Click **Next** to immediately check for HP software updates.

To use the HP Web site:

1. Open your Internet browser, and go to [http://www.hp.com/support](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**, and then follow the on-screen instructions.

**Obtaining Microsoft device drivers**

You can obtain the latest Windows device drivers by using Microsoft® Update. This Windows feature can be set to automatically check for and install updates for your hardware drivers, as well as for the Windows operating system and other Microsoft products.

To use Microsoft Update:

1. Open your Internet browser and go to [http://www.microsoft.com](http://www.microsoft.com).
2. Click **Security & Updates**.
3. Click **Microsoft Update** to get the latest updates for your computer operating system, programs, and hardware.
4. Follow the on-screen instructions to install Microsoft Update. If prompted by User Account Control, click **Continue**.
5. Click **Change settings** and select a time for Microsoft Update to check for updates to the Windows operating system and other Microsoft products.
6. If prompted to do so, restart your computer.
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