

Drives

User Guide

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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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1 Identifying installed drives

To view the drives installed on the computer, select **Start > Computer**.

 **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 applications, running utilities, or changing Windows settings. Refer to Help and Support for more information.

2 Handling drives

Drives are fragile computer components that must be handled with care. Refer to the following cautions before handling drives. Additional cautions are included with the procedures to which they apply.

△ **CAUTION:** To reduce the risk of damage to the computer, damage to a drive, or loss of information, observe these precautions:

Before you move a computer that is connected to an external hard drive, initiate Sleep and allow the screen to clear, or properly disconnect the external hard drive.

Before handling a drive, discharge static electricity by touching the unpainted metal surface of the drive.

Do not touch the connector pins on a removable drive or on the computer.

Handle a drive carefully; do not drop a drive or place items on it.

Before removing or inserting a drive, shut down the computer. If you are unsure whether the computer is off, in the Sleep state, or in Hibernation, turn the computer on, and then shut it down through the operating system.

Do not use excessive force when inserting a drive into a drive bay.

Do not type on the keyboard or move the computer while the optical drive(select models only) is writing to a disc. The write process is sensitive to vibration.

When the battery is the only source of power, be sure that the battery is sufficiently charged before writing to media.

Avoid exposing a drive to temperature or humidity extremes.

Avoid exposing a drive to liquids. Do not spray the drive with cleaning products.

Remove media from a drive before removing the drive from the drive bay, or traveling with, shipping, or storing a drive.

If a drive must be mailed, place the drive in a bubble-pack mailer or other suitable protective packaging and label the package "FRAGILE."

Avoid exposing a drive to magnetic fields. Security devices with magnetic fields include airport walk-through devices and security wands. The airport security devices that check carry-on luggage, such as conveyor belts, use X-rays instead of magnetism and will not damage a drive.

3 Using an optical drive (select models only)

Your computer includes 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.


Identifying the installed optical drive

- ▲ Select **Start > Computer**.

Using optical discs (CDs and DVDs)

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.

 **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.


Optical drive type	Write to CD-RW	Write to DVD±RW/R	Write to DVD±RW DL	Write label to LightScribe CD or DVD±RW/R
DVD-ROM Drive	No	No	No	No
DVD±RW SuperMulti Double-Layer Combo Drive with LightScribe*†	Yes	Yes	Yes	Yes

*Double-layer (DL) discs can store more data than single-layer discs. However, double-layer discs burned with this drive may not be compatible with many single-layer DVD drives and players.

†LightScribe discs must be purchased separately. LightScribe creates a grayscale image similar to black-and-white photography.

Selecting the right disc (CDs and DVDs)

An optical drive supports optical discs (CDs and DVD). CDs, used to store digital data, are also used for commercial audio recordings and are convenient for your personal storage needs. DVDs are used primarily for movies, software, and data backup purposes. DVDs are the same form factor as CDs but have a much higher storage capacity.

 **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 with virtually anyone. 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
- Offloading files from your hard drive to free up disk space

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

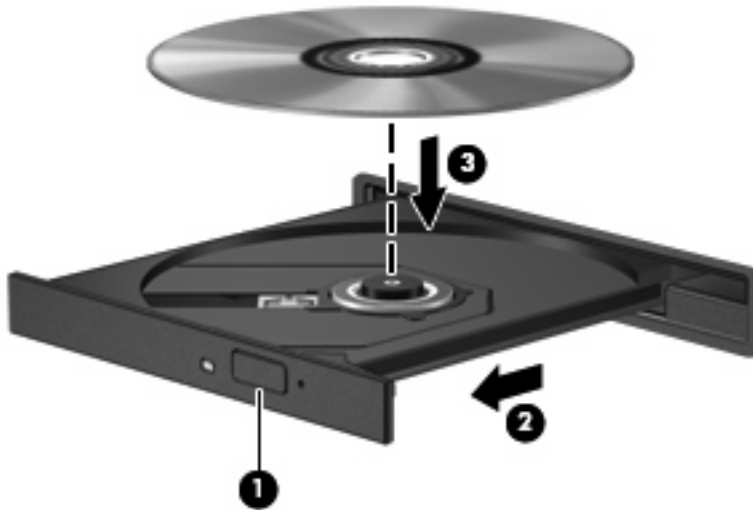
Use DVD±RW discs if you want to be able to erase or write over data that you saved earlier. This type of disc is ideal for testing audio or video recordings before you burn them to a CD or DVD that cannot be changed.

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.


Playing a CD or DVD

1. Turn on the computer.
 2. Press the release button **(1)** on the 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 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.

If you have not yet configured AutoPlay, as described in the following section, an AutoPlay dialog box opens. It prompts you to select how you want to use the media content.


-
-  **NOTE:** If you have Windows Vista Home Premium installed on your computer, you can use either Windows Media Player or WinDVD to play a DVD. For all other Vista editions, choose WinDVD to play a DVD.
-

Configuring AutoPlay

1. Select **Start > Control Panel > Play CDs or other media automatically**.
2. Confirm that the **Use AutoPlay for all media and devices** check box is selected.
3. Click **Choose a default**, and then select one of the available options for each media type listed.

 **NOTE:** If you have Windows Vista Home Premium installed on your computer, you can use either Windows Media Player or WinDVD to play a DVD. For all other Vista editions, choose WinDVD to play a DVD.

4. Click **Save**.

 **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 applications, 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**.

Observing 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.


△ **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.

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.

 **NOTE:** For details about using software included with the computer, refer to the software manufacturer's instructions, which may be provided with the software, on disc, or on the manufacturer's Web site.

Copying a CD or DVD

1. Select **Start > All Programs > Roxio > Creator Business**.
2. In the right pane, click **Copy Disc**.
3. Insert the disc you want to copy into the optical drive.
4. Click **Copy** at the bottom right of the screen.

Creator Business reads the source disc and copies the data to a temporary folder on your hard drive.

5. When prompted, remove the source disc from the optical drive and insert a blank disc into the drive.

After the information is copied, the disc you created is ejected automatically.

Creating or “burning” a CD or DVD

△ **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.

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

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:

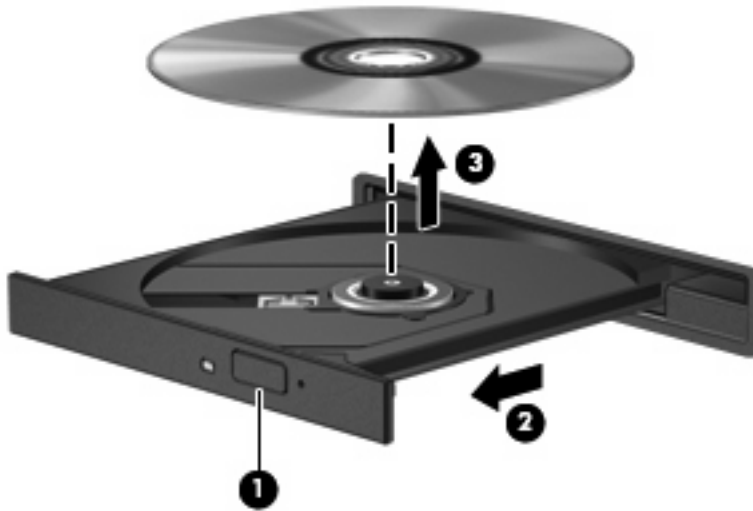
1. Download or copy the source files into a folder on your hard drive.
2. Insert a blank disc into the optical drive.
3. Select **Start > All Programs** and the name of the software you want to use.
4. Select the kind of disc you want to create—data, audio, or video.
5. Right-click **Start > Explore** 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 disc.
7. Initiate the burning process as directed by the program you have selected.

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

Removing a CD or DVD

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.


4 Using external drives

Removable external drives expand your options for storing and accessing information. A USB drive can be added by connecting the drive to a USB port on the computer or on an optional docking device (select models only).


USB drives include the following types:

- 1.44-megabyte diskette drive
- Hard drive module (a hard drive with an adapter attached)
- DVD-ROM Drive
- DVD±RW SuperMulti Double-Layer LightScribe Drive

Using optional external devices

 **NOTE:** For more information about required software and drivers, or to learn which computer port to use, refer to the manufacturer's instructions.

To connect an external device to the computer:

 **CAUTION:** To reduce the risk of damage to the equipment when connecting a powered device, be sure that the device is turned off and the AC power cord is unplugged.

1. Connect the device to the computer.
2. If you are connecting a powered device, plug the device power cord into a grounded AC outlet.
3. Turn on the device.

To disconnect an unpowered external device, turn off the device, and then disconnect it from the computer. To disconnect a powered external device, turn off the device, disconnect it from the computer, and then unplug the AC power cord.


5 Improving hard drive performance

Using Disk Defragmenter

As you use the computer, files on the hard drive become fragmented. Disk Defragmenter consolidates the fragmented files and folders on the hard drive so that the system can run more efficiently.

To run Disk Defragmenter:

1. Select **Start > All Programs > Accessories > System Tools > Disk Defragmenter**.
2. Click **Defragment now**.

 **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 applications, running utilities, or changing Windows settings. Refer to Help and Support for more information.

For additional information, access the Disk Defragmenter software Help.

Using Disk Cleanup

Disk Cleanup searches the hard drive for unnecessary files that you can safely delete to free up disk space and help the computer to run more efficiently.

To run Disk Cleanup:

1. Select **Start > All Programs > Accessories > System Tools > Disk Cleanup**.
2. Follow the on-screen instructions.

6 Replacing the hard drive

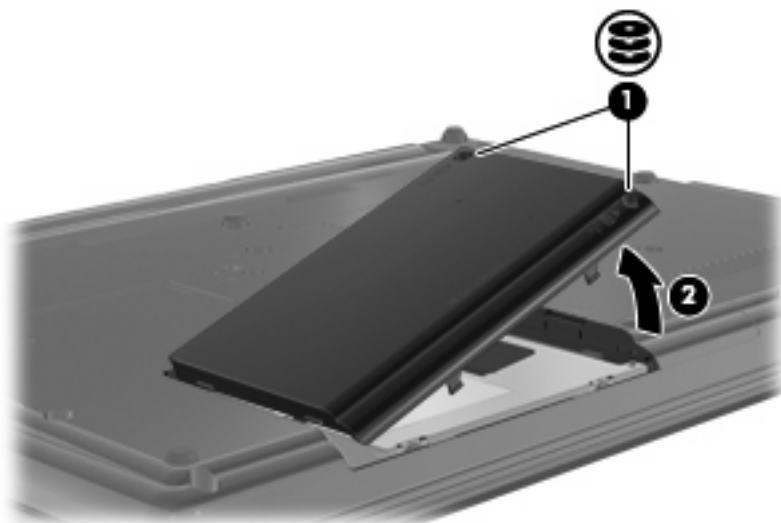
△ **CAUTION:** To prevent information loss or an unresponsive system:

Shut down the computer before removing the hard drive from the hard drive bay. Do not remove the hard drive while the computer is on, in the Sleep state, or in Hibernation.

If you are not sure whether the computer is off or in Hibernation, turn the computer on by pressing the power button. Then shut down the computer through the operating system.

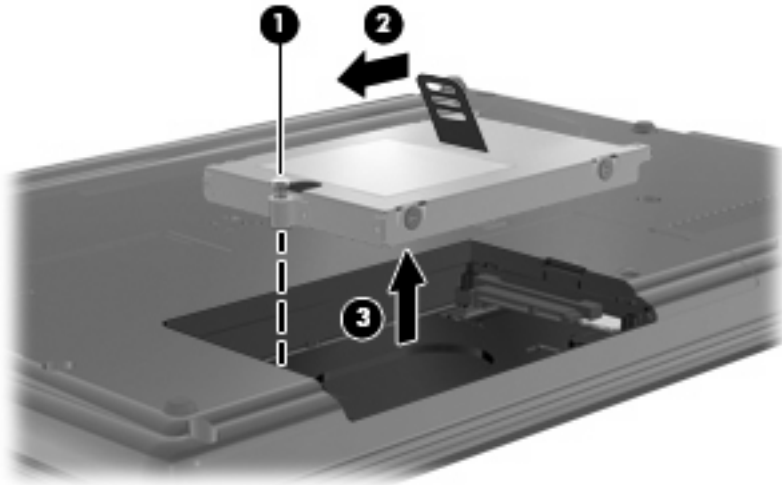
To remove a hard drive:

1. Save your work.
2. Shut down the computer and close the display.
3. Disconnect all external hardware devices connected to the computer.
4. Unplug the power cord from the AC outlet.
5. Turn the computer upside down on a flat surface, with the hard drive bay toward you.
6. Remove the battery from the computer.
7. Loosen the 2 hard drive cover screws (1).
8. Lift the hard drive cover away from the computer (2).



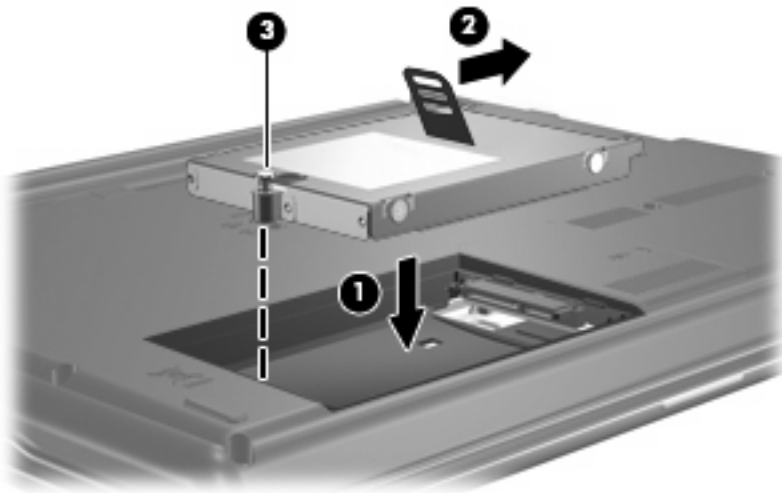
9. Loosen the hard drive screw (1).

10. Pull the hard drive tab (2) to the left to disconnect the hard drive.
11. Lift the hard drive (3) out of the hard drive bay.



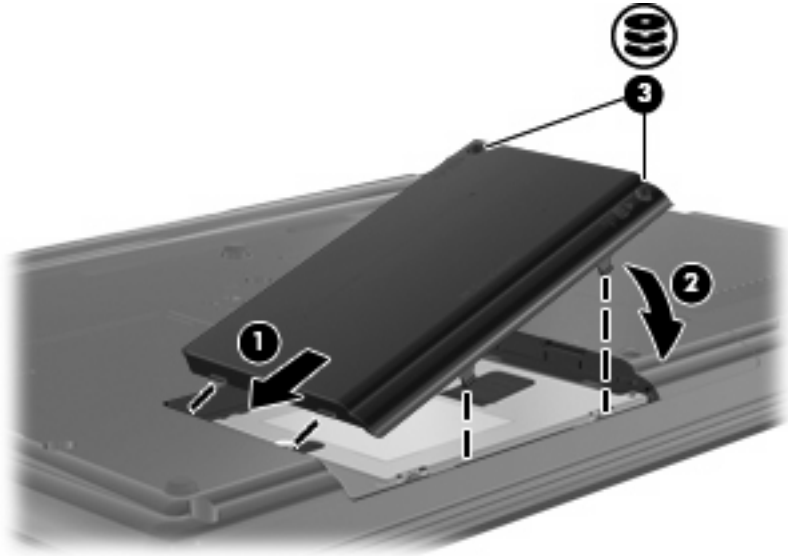
To install a hard drive:

1. Insert the hard drive into the hard drive bay (1).
2. Pull the hard drive tab (2) to the right to connect the hard drive.
3. Tighten the hard drive screw (3).



4. Align the tabs (1) on the hard drive cover with the notches on the computer.
5. Replace the cover (2).

6. Tighten the hard drive cover screws (3).




7 Troubleshooting

The following sections describe several common issues and resolutions.

The optical disc tray does not open for removal of a CD or DVD

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 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 computer does not detect the optical drive

If the computer does not detect the optical drive, use Device Manager to troubleshoot the device and then update, uninstall, or disable the device driver:

1. Remove any discs from the optical drive.
2. Select **Start > Control Panel > System and Maintenance > Device Manager**. If prompted by User Account Control, click **Continue**.
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.
4. Right-click the optical device listing to perform the following tasks:
 - Update the driver.
 - Disable the device.
 - Scan for hardware changes. Windows scans your system for installed hardware and installs any required drivers.
 - Click **Properties** to see if the device is working properly:
 - Click **Troubleshoot** to fix problems.
 - Click the **Driver** tab to update, disable, or uninstall drivers for this device.

A disc does not play

- Save your work and close all open programs before playing a CD or DVD.
- Log off the Internet before playing a CD or DVD.
- 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 mode 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 external devices such as printers and scanners. This practice frees up valuable system resources and results in better playback performance.

Change desktop color properties. Because the human eye cannot easily tell the difference between colors beyond 16 bits, you should not notice any loss of color while watching a movie if you lower system color properties to 16-bit color, as follows:

1. Right-click on a blank area of the computer desktop, and then select **Personalize > Display Settings**.
2. Set **Colors** to **Medium (16 bit)**.

A disc does not play automatically

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

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


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 device driver must be reinstalled

To reinstall a device driver, follow these steps:

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 a 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 anything 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 section.

Obtaining the latest HP device drivers

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

To use HP Update:

1. Select **Start > All Programs > HP > HP Update**.
2. On the HP Welcome screen, click **Settings**, and then select a time 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>, and select your country or region.
2. Click the option for software and driver downloads, and then type your computer model number in the product box.
3. 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>, and click **Security & Updates**.
2. Click **Microsoft Update** to get the latest updates for your computer operating system, programs, and hardware.
3. Follow the on-screen instructions to install Microsoft Update. If prompted by User Account Control, click **Continue**.
4. Click **Change settings** and select a time for Microsoft Update to check for updates to the Windows operating system and other Microsoft products.
5. If prompted to do so, restart your computer.

Using SoftPaq Download Manager

HP SoftPaq Download Manager (SDM) is a tool that provides quick access to SoftPaq information for HP business computers without having to know the SoftPaq number. Using this tool, you can easily search for SoftPaqs and then download and unpack them.

SoftPaq Download Manager works by reading and downloading, from the HP FTP site, a published database file containing computer model and SoftPaq information. SoftPaq Download Manager allows you to specify one or more computer models to determine which SoftPaqs are available for download.

SoftPaq Download Manager checks the HP FTP site for updates to the database and software. If updates are found, they are downloaded and applied automatically.

To download SoftPaqs:

1. Click **Start > All Programs > HP > HP Softpaq Download Manager**.
2. When the SoftPaq Download Manager opens for the first time, a window is displayed asking if you want to show only software for the computer you are using or to show the software for all supported models. Select **Show software for all supported models**. If you have used HP Softpaq Download Manager previously, go to Step 3.
 - a. Select your operating system and language filters in the Configuration Options window. The filters limit the number of options that are listed in the Product Catalog pane. For example, if only Windows Vista® Business is selected in the operating system filter, the only operating system that is displayed in the Product Catalog is Windows Vista Business.
 - b. To add other operating systems, change the filter settings in the Configuration Options window. Refer to the HP Softpaq Download Manager software Help for more information.
3. In the left pane, click the (+) sign to expand the model list, and then select the model(s) of the products you want to update.
4. Click **Find Available SoftPaqs** to download a list of available SoftPaqs for the selected computer.
5. Select from the list of available SoftPaqs, and then click **Download Only** if you have many SoftPaqs to download, because the Softpaq selection and Internet connection speed determine how long the download process will take.

If you have only one or two SoftPaqs to download and a high-speed Internet connection, click **Download & Unpack**.

6. Right-click **Install SoftPaq** in the SoftPaq Download Manager software application to install the SoftPaq on the computer.

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