

# 快速入門

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Wi-Fi CERTIFIED 802.11n 所依循的法規為 Draft 2.0

Draft 2.0 所指的是 Wi-Fi Alliance 於 2007 年 6 月測試中所使用、尚未核准的 IEEE 802.11n 標準版本。

802.11n WLAN（無線區域網路）的規格為草擬規格，並非最終規格。如果最終規格與草擬規格有所差異，可能會影響此裝置與其他 802.11n WLAN 裝置之間的通訊。

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本文件所包含之資訊可隨時更改，恕不另行通知。

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# 安裝電腦



**警告：**電源供應器預設適用於您購買電腦的國家 / 地區。如果您前往其他地區，在您將電腦插頭插入 **AC** 電源插座之前，請先檢查新地區的電壓需求。



**警告：**在安裝電腦以及將電腦接上電源系統之前，請先閱讀《法規及安全資訊》文件中的「安全聲明」。



**警告：**為了降低嚴重傷害的風險，請參閱《安全與舒適指南》。該指南不僅包含正確的工作站設置、姿勢以及電腦使用者的健康和Work習慣等內容，還提供重要的電源與機械安全資訊。

請按照安裝海報上的步驟來安裝您的電腦：

- 1 將鍵盤與滑鼠連接到電腦。
- 2 將顯示器連接到電腦。
- 3 將電源連接至電腦。
- 4 開啟電腦。請參閱第 13 頁的〈準備使用您的電腦〉。

**注意事項：**在您尚未首次啟動電腦並完成初始設定之前，請勿將其他裝置連結或新增到電腦上。請參閱第 13 頁的〈準備使用您的電腦〉。

## 檢查電腦安裝

- 將您的電腦放置在適當的位置以便確認：
  - 通風良好。
  - 所有連接線均未阻礙行走路線。請勿將連接線放置於走道或是會被傢俱壓到或輾過的地方。



**警告：**請將電腦放置於遠離水、灰塵、潮濕、油煙的位置。這些將會增加內部溫度，進而導致失火、故障和漏電。

- 為了保護您的顯示器、電腦和已連接的週邊設備，請將電腦及其週邊設備的電源線連接到避雷保護裝置。請使用具有避雷保護功能的電源導片、不斷電系統 (UPS) 或類似的裝置。

如果您的電腦有電視調諧器，或是連接了數據機或電話，同樣請讓這類訊號輸入使用避雷保護以保護電腦。將電視連接線或電話線連接到避雷保護裝置的輸入與輸出端子，然後再連接到電腦。

- 您可在電腦包裝箱中，找到與您電腦型號相關的其他書面詳細資訊和更新訊息。

## 將其他裝置連接到電腦

某些週邊裝置可以插入電腦背面或正面的接頭。

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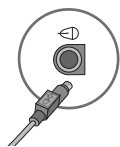
**注意事項：**每台電腦的接頭位置、可用性和數量可能會有所不同。

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電源線與裝置接頭	圖示 / 標籤	說明和功能
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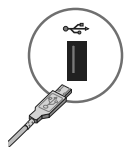
電源接頭。



滑鼠 (PS/2 接頭)。



鍵盤 (PS/2 接頭)。



通用序列匯流排 (USB) 2.0，適用於滑鼠、鍵盤、數位相機或其他具 USB 接頭的裝置。

網路接頭	圖示 / 標籤	說明和功能
	ETHERNET	乙太網路 LAN 接頭可連接到乙太網路 (RJ-45) 區域網路 (LAN) 集線器或任何寬頻連線。此接線的 LAN 接頭為一網路介面配接卡 (也稱為網路介面卡或是 NIC)。綠色 LED 代表有效連線。
數據機接頭	圖示 / 標籤	說明和功能
	 LINE	數據機 (Line-In-RJ-11) (僅限部分型號) 可將電腦數據機連接到牆上的電話插座, 透過撥接建立國際網路連線。
顯示器視訊輸出	圖示 / 標籤	說明和功能
<b>注意事項：</b> 如需特定資訊，請參閱顯示器隨附的說明文件。		
	DVI	連接顯示器的建議。數位視訊輸出接頭 (僅限部分型號), 可連接電視或顯示器。您需要使用 VGA-to-DVI 或 HDMI-to-DVI 轉接頭, 將顯示器連接到電腦。
	VGA/Monitor 	VGA/Monitor (藍色) 顯示器輸出接頭, 可連接 VGA 顯示器。您需要使用 VGA-to-DVI 轉接頭, 將只有 DVI 接頭的顯示器連接到電腦。
	HDMI	連接電視的建議。HDMI 顯示器輸出接頭, 可連接 HDMI 顯示器或電視螢幕。您需要使用 HDMI-to-DVI 轉接頭, 將只有 DVI 接頭的顯示器連接到電腦。
	VGA-DVI	VGA-to-DVI 轉接頭可將電視或顯示器的視訊連線轉接到電腦。
	HDMI-DVI	HDMI-to-DVI 轉接頭可將電視或顯示器的視訊連線轉接到電腦。

## 連接喇叭或麥克風

喇叭為另外取得，或可能隨附於顯示器（僅限部分型號）。耳機和麥克風為另外取得。

您的電腦型號可能在電腦背面包含音訊接頭。某些電腦的正面也會有接頭。音訊接頭是立體聲迷你插頭，可從電腦連接到主動式（有電源鈕的）喇叭或喇叭系統、耳機或輸入裝置（例如：麥克風、網路攝影機或音訊播放器）。

下表依照順序顯示電腦可能會有的部分接頭（不包括所有接頭）。

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**注意事項：** 每台電腦的接頭位置、可用性和數量可能會有所不同。

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### 連接喇叭

喇叭為另外取得，或可能隨附於顯示器。

您的電腦只支援主動式（有電源鈕的）喇叭系統；此喇叭系統一定有專屬的電源，例如：電池或是另外的電源線。

如需如何連接與配置其他多聲道喇叭的詳細指示，請到網頁支援頁面查詢您電腦的型號；請參閱第 25 頁的〈取得網路上的支援〉。

音訊接頭	圖示 / 標籤	說明和功能	
	 out	 OUT	音訊音源輸出（萊姆綠）連接到前面左和右類比喇叭。
	 in	 IN	音訊音源輸入（藍色）接頭連接到輸入電腦的類比音效裝置，例如：CD 播放器。 在多聲道音效設定中，此接頭也可以當做後置喇叭音源輸出使用。
 c/sub	Center		中置 / 重低音喇叭（金色）音源接頭，啟動多聲道音訊設定時可連接中置 / 重低音喇叭。
 rear	Rear		後置喇叭（黑色）音源接頭，啟動多聲道音效設定時可連接後置喇叭。
 side	Side		側置喇叭（灰色）音源接頭，可連接八聲道喇叭系統 (7.1) 的側置喇叭。

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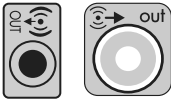


## 連接立體聲喇叭系統

若要將主動式喇叭（例如：簡易型左 / 右立體聲喇叭，或是兩個喇叭和一個重低音喇叭的 2.1 系統）連接到電腦，請執行下列操作：

- 1 確認電腦已關閉，且喇叭系統也已關閉並拔下插頭。
  - 2 將喇叭系統連接線插入電腦背面的萊姆綠「音訊音源輸出」接頭。
- 或

若為電腦隨附的 2.1 聲道喇叭或其他多聲道喇叭（僅限部分型號），請將電腦的「音訊音源輸出」接頭連接到重低音喇叭，並將左右喇叭連接到重低音喇叭。



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**注意事項：**在開啟喇叭系統之前，請務必將電腦開機。

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## 連接耳機

耳機可另外取得。

您的電腦正面具有耳機接頭（萊姆綠）。耳機接頭會以耳機圖示標示出來。

您也可以將耳機連接到電腦背面的「音訊音源輸出」接頭（萊姆綠）。

插入耳機時，喇叭和重低音喇叭的聲音會變成靜音。



## 連接麥克風

麥克風可另外取得。

您的電腦背面附有一個麥克風接頭（粉紅色）。部分電腦型號的正面還有第二個麥克風接頭（僅限部分型號）。

將麥克風連接到電腦的麥克風接頭。



若要調整錄音音量或選取麥克風，請參閱第 16 頁的〈選取麥克風〉。

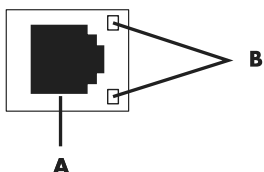
# 連接至網路

本節說明如何透過有線或無線連線連接至網路。

## 設定有線乙太網路網路連線

電腦背面的乙太網路 (RJ-45) 接頭可提供高速或寬頻網路連線。將此介面卡連接到區域網路 (LAN) 等網路後，就可以透過該網路連線到網際網路。

- 1 將乙太網路連接線連接到電腦背面的乙太網路接頭 (RJ-45) **(A)**，然後連接到網路路由器或區域網路裝置。



- 2 電腦開機後，請檢查乙太網路接頭旁的指示燈 **(B)** 以得知目前的狀態：
  - **ACTIVITY** — 在網路資料傳輸作業期間亮黃燈
  - **LINK** — 網路連線正常時亮綠燈

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**注意事項：**您的乙太網路接頭可能只有一個指示燈。

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## 設定無線網路連線

(僅限部分型號)

您可以使用電腦隨附的天線，將電腦連接到支援 IEEE 802.11b、802.11g 或 802.11n 無線網路。將外接天線 (如已提供) 連接到網路卡的無線天線接頭以增加無線電的範圍和感應度。


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**注意事項：**為達到最佳的無線效能，請將天線放置在電腦的上方或較高的開放區域。

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您需要一個擁有網際網路連線的現有無線區域網路。請洽詢您的網際網路服務供應商 (ISP) 以取得更多資訊。

若要確認內建無線區域網路裝置已正確安裝於電腦中，請參閱第 37 頁的〈網際網路連線〉。

如需更多關於設定無線網路的資訊：按一下 Windows **[開始]** 按鈕 、**[說明與支援]**，然後在 **[搜尋說明]** 方塊中輸入設定無線網路並按下 Enter 鍵。

## 連接數據機

(僅限部分型號)

數據機可連接電腦與電話線。您可用來連接至提供電話撥接上網服務的 ISP。如果您使用網路連線，則不需要數據機連線。

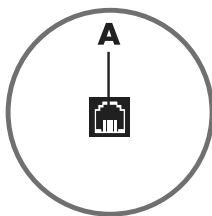
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**注意事項：**您的電腦可能沒有隨附數據機。數據機可能是電腦背面的一個接頭，或是插入電腦 USB 接頭的一個外接裝置。

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您必須將您的電話線連接到數據機接頭 **(A)**，才可使用電話撥接連線到網際網路並收發電子郵件和傳真。

- 1 將數據機 / 電話線插到電腦數據機接頭 **(A)**。請注意，電腦的數據機接頭可能是綠色的。
- 2 將數據機 / 電話線的另一端插到電話線路的牆上插座。



## 連接電視訊號和視訊連接線

(僅限部分型號)

本節說明將電腦連接到電視的方法以及所需使用的連接線。

使用連接線進行下列連線：

- 連接電視訊號來源同軸連接線獲得到電腦的視訊 / 音訊輸入。

或


- 電腦的電視訊號來源 S-video 或複合視訊輸入。
- 到電腦的電視訊號來源音訊輸入。

或

- 從電腦的視訊輸入。

您可能需要另外購買連接線、同軸連接線訊號分隔器，或其他週邊設備。您的電腦可能不包含電視 / 視訊安裝所需的所有連接線。

視訊和音訊輸入	圖示 / 標籤	說明和功能
	S-Video	S-Video 輸入接頭可從電視機上盒輸出接頭連接視訊輸入。
	Composite Video	複合視訊輸入接頭（黃色）可從電視機上盒連接視訊輸入。
	S-Video 2	輔助 S-Video 輸入接頭，可連接 VCR、攝錄影機的視訊輸入或其他類比來源。
	Composite Video 2	輔助複合視訊端子輸入接頭（黃色），可連接 VCR、攝錄影機的視訊輸入或其他類比來源。
	A/V In Audio 1 L	主要左側音訊輸入接頭，可連接電視機上盒接頭（白色）的音訊輸入。 <b>注意事項：</b> 您可藉由使用這個連接到主機板的音訊輸入接頭來錄製音訊。某些電腦的電腦正面包括這種主要左側音訊輸入接頭。
	A/V In Audio 1 R	主要右側音訊輸入接頭，可連接電視機上盒接頭（紅色）的音訊輸入。 <b>注意事項：</b> 您可藉由使用這個連接到主機板的音訊輸入接頭來錄製音訊。某些電腦的電腦正面包括這種主要右側音訊輸入接頭。
	A/V In Audio 2 L	輔助的左側音訊輸入接頭（白色）。 <b>注意事項：</b> 此音訊輸入接頭是連接到電視調諧器。如只需錄製或聆聽音訊，您必須使用連接到主機板上且位於電腦背面的主要音訊音源輸入接頭。
	A/V In Audio 2 R	輔助的右側音訊輸入接頭（紅色）。 <b>注意事項：</b> 此音訊輸入接頭是連接到電視調諧器。如只需錄製或聆聽音訊，您必須使用連接到主機板上且位在電腦背面的主要音訊音源輸入接頭。

電視輸出	圖示 / 標籤	說明和功能
	Analog Video	類比視訊輸出接頭，可將 S-video 或複合視訊端子接頭連接到電視。

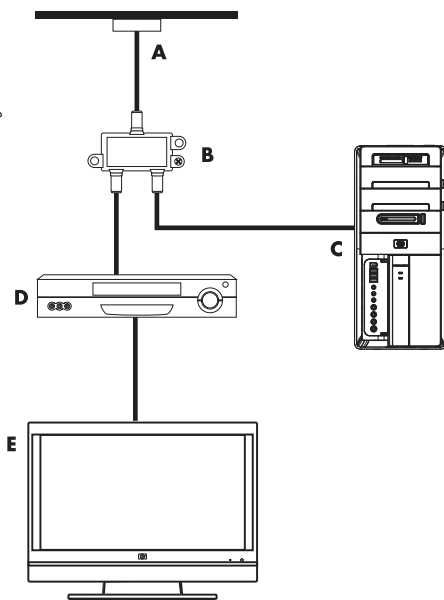
電視輸入	圖示 / 標籤	說明和功能
	電視 / 有線電視天線	電視輸入接頭，可連接電視天線或沒有使用機上盒的牆上有線電視訊號輸入孔。
	ATSC	有線電視或無線電視的電視輸入接頭，可接收 ATSC（Advanced Television System Committee，先進電視系統委員會）頻道。這些頻道均為無線數位傳輸頻道。
	CATV	有線電視或無線電視的電視輸入接頭，可接收 CATV（Community Antenna Television，公用天線電視）頻道或有線電視頻道。
	NTSC	有線電視或無線電視的電視輸入接頭，可接收 NTSC（National Television System Committee，美國國家電視系統委員會）頻道。這些頻道均為無線類比傳輸頻道。

## 不使用機上盒連接至電視訊號來源

若要不使用機上盒而將電腦連接到現有安裝設備以使用電視訊號來源，請插入（新增）一個分隔器（**B**）以將牆上電視訊號輸出孔（**A**）的同軸電視訊號連接線繞到電腦接頭（**C**）處。

### 圖說文字

- A** 電視訊號連接線（同軸）牆上插座（來自天線或有線訊號）
- B** 分隔器
- C** 電腦的同軸電視輸入接頭
- D** 視訊錄影機
- E** 電視



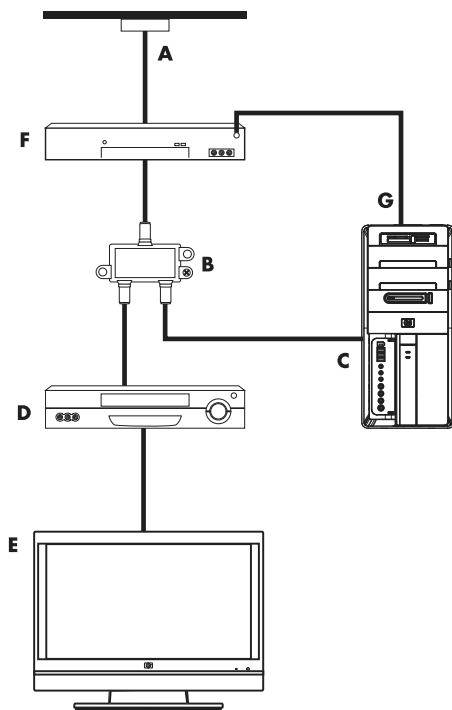
## 使用機上盒連接至電視訊號來源

若要使用機上盒將電腦連接到現有安裝設備以使用電視訊號來源（有線電視或衛星電視），請插入（新增）一個分隔器（**B**）以將機上盒（**F**）的同軸電視訊號連接線繞到電腦接頭（**C**）處。

將遙控器連接線 / 紅外線 (IR) 傳輸器（僅限部分型號）（**G**）連接到電腦上的 IR OUT 接頭，然後將傳輸器置於機上盒。這可讓電腦在機上盒變更頻道。如需放置紅外線傳輸器的詳細資訊，請參閱第 12 頁的〈使用紅外線接收器 (IR) 傳輸器〉。

### 圖說文字

- A** 電視訊號連接線（同軸）牆上插座（來自天線或有線訊號）
- B** 分隔器
- C** 電腦的同軸電視輸入接頭
- D** 視訊錄影機
- E** 電視
- F** 機上盒 / 衛星電視盒
- G** 遙控器紅外線 (IR) 傳輸器連接線（僅限部分型號）



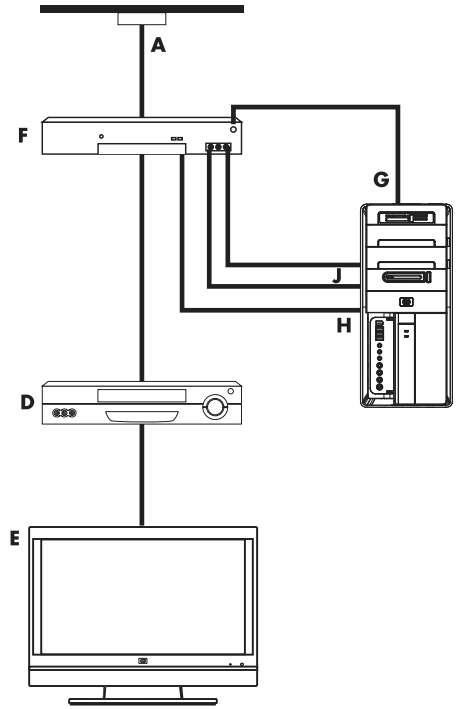
使用機上盒連接電視訊號來源，並使用 **S-video** 或複合視訊連接線

若要使用機上盒 (F) 的視訊輸出，使用連接線將視訊與音訊訊號連接至電腦：

- 請勿從現有安裝設備中拔掉任何連接線。
- 將 S-video 連接線 (或是使用 S-video 轉複合視訊連接線轉接頭) 連接到電腦的 S-video 輸入接頭 (H)。
- 連接音訊連接線到電腦的左 (白色) 右 (紅色) 音訊音源輸入接頭 (J)。
- 將遙控器連接線 / 紅外線 (IR) 傳輸器 (僅限部分型號) (G) 連接到電腦上的 IR OUT 接頭，然後將傳輸器置於機上盒。這可讓電腦在機上盒變更頻道。如需放置傳輸器的詳細資訊，請參閱第 12 頁的〈使用紅外線接收器 (IR) 傳輸器〉。

#### 圖說文字

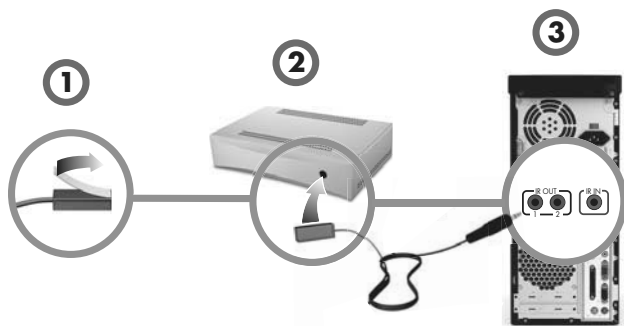
- A** 電視訊號連接線 (同軸) 牆上插座 (來自天線或有線訊號)
- B** 分隔器
- C** 電腦的同軸電視輸入接頭
- D** 視訊錄影機
- E** 電視
- F** 機上盒 / 衛星電視盒
- G** 遙控器紅外線 (IR) 傳輸器連接線 (僅限部分型號)
- H** 電腦的 S-video 輸入接頭
- J** 電腦右側和左側的音訊音源輸入 (類比) 接頭



## 使用紅外線接收器 (IR) 傳輸器

(僅限部分型號)

如果您擁有有線電視機上盒或衛星電視機上盒，請使用遙控感應器連接線 / IR 傳輸器 (僅限部分型號) 與電腦的接頭 (並非所有型號皆有提供) 來控制電腦的機上盒。撕下傳輸器一端的膠帶 (1) 並黏到機上盒的紅外線接收器 (2) 上，然後再連接至電腦背面的 IR OUT 接頭 (3)。將遙控器對準電腦正面的遙控感應器。

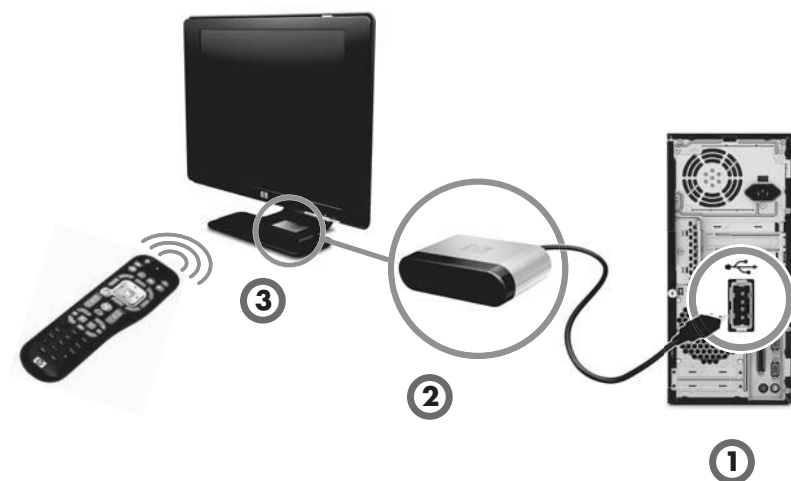


## 使用外接 IR 接收器

(僅限部分型號)

如果您無法直接對準電腦正面的遙控感應器，可以使用外接 IR 接收器並將 IR 接收器放在可以接收到遙控器訊號的地方。

將外接接收器連接到電腦背部的紅色 IR IN 接頭 (1)。將 IR 接收器 (2) 放在可以直接對準遙控器的地方。將遙控器 (3) 對準外接 IR 接收器。





# 準備使用您的電腦

完成安裝海報上的步驟後，即可開啟電腦電源。

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**注意事項：**在您尚未首次啟動電腦並完成初始設定之前，請勿將其他裝置連結或新增到電腦上。

---

若要啟動電腦：

- 1 開啟顯示器。
- 2 開啟電腦。
- 3 開啟外部喇叭的電源（如果有喇叭的話）。
- 4 按照螢幕上的指示，設定電腦與 Microsoft® Windows® 7：
  - 若出現提示，請選取您目前所在的國家 / 地區，接著稍候片刻，等待電腦完成準備工作。（當您選擇其他語言時，電腦單次語言設定最多可能需要 30 分鐘）。
  - 按照螢幕上的指示註冊、登入進行更新和上網。
- 5 當您看見 Windows 7 桌面時，表示初始設定已經完成。

如需開始使用電腦的說明，請參閱本章其他的說明主題。

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**注意事項：**如果您在初始設定程序中跳過某些步驟，或拒絕某些選項，系統將會在稍後提醒您完成設定。

---

## 關閉電腦

為了獲得最佳效能，使用 Windows 7 時，除了因為下列安全考量而必須關閉電源之外，請勿關閉電腦：修理電腦、為電腦安裝新硬體或插卡，或是更換電池。

您可以將電腦鎖住或使電腦進入 [睡眠] 或 [休眠] 模式（如果有的話），而不需關閉電腦。您可以設定電源管理計時器，使電腦自動進入 [睡眠] 或 [休眠] 模式。

電腦有下列幾種省電狀態：

- **[睡眠]** 模式會將您的作業儲存在記憶體上，讓您可以快速重新開始工作。該模式將記憶體儲存在硬碟上後，就會進入省電狀態。在 [睡眠] 模式期間，電腦硬體的燈號仍會保持亮起，而電腦會隨時準備好快速甦醒並重新繼續您上次工作結束的地方。只需按一下鍵盤上的 [睡眠] 按鈕（若有此按鈕的話）就可進入睡眠模式。
- **[休眠]** 模式（可做為進階電源設定使用）可將系統記憶體儲存在硬碟上的暫存檔，然後關閉硬體。當您再次開啟電腦時，原本已開啟的程式、資料夾及文件等皆會回到螢幕上。



## 重新啟動電腦

當您重新啟動電腦時，電腦會利用記憶體中的作業系統及軟體清除某些設定並重新啟動。重新啟動電腦是解決許多電腦軟體問題最簡便且有效率的方法。

此外，您可能想要在電腦中安裝其他軟體程式或硬體裝置，安裝之後可能需要重新啟動電腦。

若要重新啟動電腦：

- 1 按一下 [開始] 按鈕。
- 2 按一下 [關機] 旁邊的箭號按鈕。
- 3 按一下 [重新啟動]。

或

快速按下電腦正面的電源按鈕。

## 連線到網際網路

連線到網際網路可讓您：

- 1 向網際網路服務供應商 (ISP) 購買高速網際網路服務。
- 2 購買寬頻數據機 (DSL 或 cable)。這可能是由 ISP 所提供。
- 3 購買並安裝無線路由器（另售），如果需要的話。

電腦可透過區域網路 (LAN) 或數位式用戶迴路 (DSL) 連線到網際網路。請洽詢您的網際網路服務供應商 (ISP) 以取得與連線相關的資訊。

- 1 請參閱第 1 頁的〈安裝電腦〉以完成硬體連線。您需要：
  - 建立網路連線，請參閱第 6 頁的〈連接至網路〉。若要檢查無線區域網路裝置的安裝，請參閱第 37 頁的〈網際網路連線〉。
  - 如需數據機的資訊，請參閱第 7 頁的〈連接數據機〉。
- 2 若要連線到網際網路：
  - 請向 ISP 申請註冊。如果您已有 ISP 提供的帳戶，請略過這個步驟，並按照 ISP 的指示進行。
  - 如果您在第一次設定電腦時沒有設定網際網路服務，現在請使用 [線上服務] 進行設定：
    - a 按一下 [開始] 按鈕。
    - b 按一下 [所有程式]。
    - c 按一下 [線上服務]，然後再按一下 [連線]。
    - d 按照螢幕上的指示選擇一個 ISP 並設定網際網路服務。

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**注意事項：** [線上服務] 會提供 ISP 清單，不過，您可選擇另一個 ISP 或是將現有的帳戶移轉到此電腦中。若要移轉現有帳戶，請按照 ISP 提供的指示進行。

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- 3 連線到網際網路。您必須透過您的 ISP 才能連線。
  - 僅針對撥接連線用戶而言，請連接兩下桌面上由 ISP 提供的圖示，然後登入。
- 4 開啟網頁瀏覽器並瀏覽網頁。

您可以使用任何網頁瀏覽器，大部份的電腦皆有 Microsoft Internet Explorer<sup>®</sup>。若要開啟 Internet Explorer：

  - a 按一下 [開始] 按鈕。
  - b 按一下 [所有程式]，然後按一下 [Internet Explorer]。

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**注意事項：** 如果您有連線到網際網路的問題，請參閱第 37 頁的〈網際網路連線〉。

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#### 使用無線安全性功能

設定家用無線區域網路或存取現有的公共無線區域網路時，請務必啟動安全性功能以避免他人未經授權存取該網路。最常見的安全性層級為 Wi-Fi Protected Access Personal (WPA-Personal) 和 Wired Equivalent Privacy (WEP)。

當您設定網路時，請使用下列一項以上的安全措施：

- 啟動路由器上的 WPA-Personal 或 WEP 安全加密。
- 變更預設的網路名稱 (SSID) 和密碼。
- 設定防火牆。
- 設定網頁瀏覽器上的安全性。

## 調整喇叭音量

有數種調整音量的方法。使用 Windows 7 工具列上的 [ 音量 ] 圖示來設定喇叭音量。然後您可以使用以下方法調整音量：

- 鍵盤上的 [ 音量 ] 旋鈕或按鈕（僅限部分型號）。
- 喇叭上的 [ 音量 ] 旋鈕（僅限部分型號）。

若要設定喇叭音量，請使用工作列上的 [ 音量 ] 圖示：

- 1 在工作列上用右鍵按一下 [ 音量 ] 圖示，然後按一下 [ 開啟音量混音程式 ]。就會開啟 [ 音量混音程式 ] 設定視窗。
- 2 按一下並移動滑桿來調整音量。
- 3 當音量符合您的需求時，按一下右上角的 **X** 以關閉視窗。



如需音訊的說明，請查看第 36 頁的〈音訊與喇叭〉中的疑難排解項目。如需詳細資訊，請開啟 [ 說明及支援中心 ] 或參考支援網站；請參閱第 25 頁的〈取得更多資訊〉。

## 選取麥克風

電腦上的麥克風接頭已準備好可以使用。如果您已連接多個麥克風，請選擇您要在 Windows 7 中使用的麥克風。

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**注意事項：**將網路攝影機或音訊播放器連接到電腦時，因為音訊是從該裝置輸入，所以 Windows 7 會將此音訊辨識為麥克風輸入。

---

若要選取您想在 Windows 7 中使用的麥克風，請進行下列步驟：

- 1 在工作列上用右鍵按一下 [ 音量 ] 圖示，然後按一下 [ 錄音裝置 ]。接著會開啟 [ 聲音 ] 視窗。
- 2 選擇您要使用的麥克風，按一下 [ 設為預設值 ]，然後按一下 [ 套用 ]。
- 3 按一下 [ 確定 ]。



## 在 Windows 7 內調整麥克風錄製音量

若要調整麥克風的錄製音量：

- 1 在工作列上用右鍵按一下 [ 音量 ] 圖示，然後按一下 [ 錄音裝置 ]。接著會開啟 [ 聲音 ] 視窗。
- 2 連按兩下您想要使用的麥克風接頭。
- 3 按一下 [ 等級 ] 標籤。
- 4 按一下並移動滑桿來調整麥克風錄製音量。
- 5 按一下 [ 確定 ]，然後再按一次 [ 確定 ]。



# 保護您的電腦

保護您的電腦、個人設定和資料免受各種類型的風險，請使用：

- 密碼。
- 防毒軟體。
- 防火牆軟體。
- 重大的安全性更新。

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**注意事項：**安全性解決方案的設計在於防堵，但可能無法防止軟體攻擊、錯誤處理電腦或電腦遭竊。

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電腦遭遇的風險	電腦功能
未經授權使用電腦或使用者帳號	使用者密碼
電腦病毒	防毒程式
未經授權存取資料	防火牆程式 Windows 7 更新
未經授權存取「設定公用程式」、BIOS 設定和其他系統辨識資訊	管理員密碼
電腦目前或未來的威脅	來自 Microsoft 的 Windows 7 重大安全性更新

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## 使用密碼

密碼是一組由您選擇，可用來保護電腦資訊的字元。依照您希望控制資料存取權的方式，可設定好幾種密碼。密碼可設定在電腦的 Windows 7 作業系統中。



**警告事項：**若要避免忘記密碼而無法使用電腦的情形發生，請記錄您設定的每個密碼。由於密碼在設定、變更或刪除時均不會顯示，所以請立即記下每個密碼並將密碼放在安全的地方。請勿將密碼儲存在電腦檔案中。

---

相同密碼可使用在一種以上的 Windows 7 安全性功能中。在 Windows 7 設定的密碼必須在 Windows 7 提示內輸入。

如需有關 Windows 7 密碼的資訊，請執行下列步驟：按一下【開始】按鈕、【說明及支援】，然後在【搜尋說明】方塊中輸入密碼，然後按下 Enter 鍵。請參閱第 25 頁的〈使用說明及支援中心〉。

## 使用防毒軟體

當您使用電腦存取電子郵件、網路或網際網路時，您的電腦同時也暴露在感染電腦病毒的危險中。電腦病毒會停用或損壞作業系統、軟體程式或電腦公用程式。

防毒軟體可偵測到大多數的病毒、移除病毒，並在大多數情況下修復由病毒所造成的損壞。為提供最新的保護以阻擋新發現的病毒入侵，防毒軟體必須保持在最新狀態。

已預先安裝在電腦的防毒程式，包含防毒軟體和防火牆等元件。軟體包含一段免費試用保護更新的期間。為了在試用期過後繼續保護電腦不受新病毒的入侵，請購買延長更新服務。程式中有提供關於使用和更新防毒軟體的說明，以及購買延長更新服務期限的資訊。

如需關於電腦病毒的更多資訊，請進行下列步驟：按一下【開始】按鈕、【說明及支援】，然後在【搜尋說明】方塊中輸入病毒，然後按下 Enter 鍵。請參閱第 25 頁的〈使用說明及支援中心〉。

## 使用防火牆軟體

當您使用電腦進行郵件、網路或網際網路存取，未經授權的人士可能會存取有關於您個人、電腦和資料的資訊。為保護您的隱私，請使用防火牆軟體：

- Windows 7 包括的防火牆軟體已預先安裝在電腦中。
- 已預先安裝在電腦的防毒程式，包含防火牆程式。

防火牆功能包括登入、報告和自動警示，用來監視所有往來的通訊。

在某些情況下，防火牆可能會阻擋存取網際網路上的遊戲、干擾網路上的印表機或檔案分享或阻擋已授權電子郵件的附件。若要暫時解決這個問題，請停用防火牆，執行您要執行的工作，然後再次啟用防火牆。若要永久解決此問題，請重新設定防火牆。

## 設定電腦自動進行 Microsoft 軟體更新

Microsoft 持續地更新 Windows 7 作業系統。每月執行 Windows 7 Update 以安裝這些更新，或是使用「自動更新」功能維持作業系統的最新狀態。

當您連線上網且可取得重要更新時，Windows 7 Update 將透過快顯訊息或在通知區域中的圖示自動通知您。當您看見 Windows 7 Update 訊息時，請將更新下載至系統。若您每週或甚至每月更新一次系統，都不需花太多下載時間。



**警告事項：**為了減少因安全性漏洞和電腦病毒所造成的資料損壞或遺失的風險，因此一旦收到來自 **Microsoft** 的警示，請立刻安裝所有重大更新。

---

作業系統和其他軟體的額外更新可能在電腦出貨以後才可取得。請下載所有可用的更新並安裝到電腦。

## 設定使用者帳戶

當您與數人共享一台電腦時，您可以為每個電腦使用者設定一個使用者帳戶。Windows 7 使用使用者帳戶內的資訊決定電腦使用者可存取哪些檔案與資料夾、可變更電腦的時機，以及個人偏好設定。每個人只可以存取自己的檔案與設定。

如需更多資訊，請按一下 [開始] 按鈕、[說明及支援]，然後在 [搜尋說明] 方塊中輸入使用者帳戶，然後按下 Enter 鍵。請參閱第 25 頁的〈使用說明及支援中心〉。

## 安裝軟體和硬體裝置的準則

設定電腦並完成初始設定後，您可能想要安裝其他軟體程式或硬體裝置。請務必記得下列重要準則：

- 在安裝以前，請使用 Microsoft 系統還原程式建立一個還原點。還原點是電腦設定的快照。使用系統還原，可確保您有一組可靠的設定可供使用。
- 選擇與電腦相容的軟體 — 檢查新軟體所需的作業系統、記憶體和其他需求。
- 按照軟體製造商提供的指示來安裝新軟體。若您需要協助，請參閱廠商的說明文件或洽詢客服資訊。
- 至於防毒軟體，請解除安裝現有的軟體程式，然後再重新安裝，或安裝新的防毒程式。

---

**注意事項：**請只使用原廠授權的軟體。安裝複製的軟體可能是違法的，也可能導致安裝不穩定，或是使您的電腦感染病毒。

---

## 從舊電腦傳輸檔案和設定到新電腦

您可以使用 CD 或 DVD、可攜性記憶卡或個人光碟機，或是使用「Windows 輕鬆傳輸纜線」從舊電腦複製檔案至新電腦。您也可以使用 Windows 7 中提供的「Windows 輕鬆傳輸」軟體傳輸檔案與複製某些設定，例如網頁瀏覽器的 [ 我的最愛 ] 和通訊錄。

「Windows 輕鬆傳輸」軟體可指引您將檔案與設定複製到儲存裝置上，或是使用「輕鬆傳輸纜線」複製到新電腦。「輕鬆傳輸纜線」為 USB 連接線，專供連接兩台電腦並搭配「Windows 輕鬆傳輸」軟體一起使用。（連接線為另行販售。）無法使用一般的 USB 連接線。

若要傳輸檔案與設定：

- 1 按一下 [ 開始 ] 按鈕。
- 2 在 [ 開始搜尋 ] 方塊輸入 Windows 輕鬆傳輸，然後按一下 [ **Windows 輕鬆傳輸** ]。
- 3 遵循 [ Windows 輕鬆傳輸精靈 ] 的螢幕指示，從舊的電腦將檔案傳輸到新的電腦。

如需更多資訊，請按一下 [ 開始 ] 按鈕、[ 說明及支援 ]，然後在 [ 搜尋說明 ] 方塊中輸入移動檔案，然後按下 Enter 鍵。請參閱第 25 頁的〈使用說明及支援中心〉。



# 本電腦的特殊功能

## 使用讀卡機

(僅限部分型號)

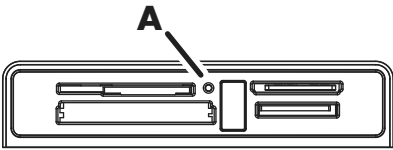
您的電腦可配備多重格式的讀卡機（選購，僅限部分型號）。數位相機和其他數位影像裝置都是利用記憶卡（或儲存媒體）來儲存數位相片檔案。讀卡機可讀取與寫入多種類型的記憶卡及 IBM Microdrive 磁碟機。

- 讀卡機可從電腦正面直接存取。其具備二或四個水平的記憶卡插槽，可用以存取儲存媒體。
- 您可在一或多個記憶卡插槽中放入儲存媒體，個別使用各儲存媒體。一次只能將一個儲存媒體放入一個插槽。
- 每個記憶卡插槽都有專屬的磁碟機代號和圖示。當您插入儲存媒體時，顯示的標籤可能會變成儲存媒體的標題（若有標題的話）。
- 當您插入儲存媒體，可能會出現 [安全地移除硬體] 視窗。如果出現 [安全地移除硬體] 視窗或不小心開啟這個視窗，請按一下 [關閉]。



**警告事項：**選取 [USB Mass Storage Device] 時，請勿在 [安全地移除硬體] 視窗中按下 [停止]。這樣會使電腦作業系統無法辨識讀卡機；您必須重新啟動電腦才能再看到讀卡機。

### 讀卡機



作業指示燈 (A) 閃爍時，表示電腦正存取記憶卡進行讀取或寫入的動作。

若要使用讀卡機：

- 1 將儲存媒體插入記憶卡插槽中（插到底）。  
讀卡機上的作業指示燈 **(A)** 會亮起，而且電腦會自動偵測到此儲存媒體。

---

**注意事項：**您必須正確地插入儲存媒體。注意儲存媒體上凹角的方向。如需詳細資訊，請開啟 [說明及支援中心] 或參考支援網站；請參閱第 25 頁的〈取得更多資訊〉。

另外，請注意：

- CompactFlash 和 Microdrive 儲存媒體具備特殊配對設計，因此不會插入錯誤的位置。請將此儲存媒體的插孔邊緣（插孔）插入插槽。
- 有些記憶卡（例如：CF Ultra/III）與電腦隨附的讀卡機不相容。
- 請勿同時在讀卡機中使用 SM 與 xD 儲存媒體。讀卡機只會辨識最先插入的儲存媒體。

- 
- 2 選取要存取檔案的程式。您可以從儲存媒體複製檔案，或將檔案複製到儲存媒體。  
或  
如果 [自動播放] 視窗並未開啟，請按一下 [開始] 按鈕，再按 [電腦]，然後連按兩下 [記憶卡] 圖示以顯示儲存媒體上的檔案。您可以從儲存媒體複製檔案，或將檔案複製到儲存媒體。
  - 3 當您結束後，在磁碟機圖示上按一下滑鼠右鍵，然後按一下 [退出]，檢查讀卡機作業指示燈是否仍亮著（但不閃爍），然後再移除儲存媒體。



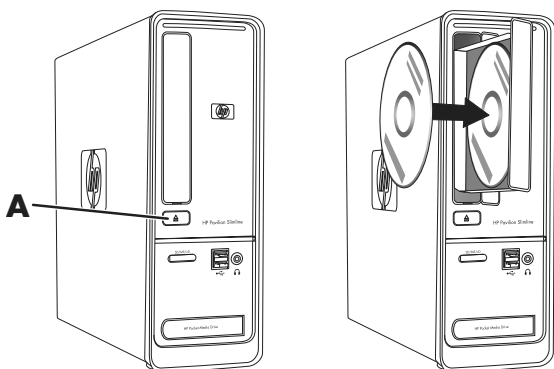
**警告事項：**作業指示燈閃爍時，請勿移除儲存媒體。這樣可能會導致資料遺失。

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## 使用直立式 CD/DVD 磁碟機

(僅限部分型號)

您電腦的光碟機可能會直立安裝。請按下光碟機門蓋上或附近的 [退出] 按鈕 (A) 以退出 CD/DVD 托槽。在托槽上以標籤面朝外放置標準大小的光碟，並按下托槽前端關閉光碟機。



## 使用 LightScribe 技術

(僅限部分型號)

什麼是 LightScribe ?

LightScribe 是一種採用特定光碟機、特定儲存媒體 (LightScribe 可寫入 CD 或 DVD) 和標籤製作軟體的創新技術，可直接將標籤燒錄在光碟上。具有 LightScribe 功能的 CD 或 DVD 磁碟機使用光碟機中的光學雷射，將標籤燒錄到光碟標籤面的薄染料塗層上。不會有墨水污漬、捲紙，或背膠脫落等問題。

**LightScribe 需求**

使用 LightScribe 燒錄標籤時，需具備以下三項條件：

- 具有 LightScribe 功能的光碟機 (僅限部分型號)，可由 LightScribe 標誌識別
- 支援 LightScribe 的標籤製作軟體
- 可寫入的 LightScribe 光碟 (另行販售)



使用 **CyberLink LabelPrint** 製作 **LightScribe** 標籤

您可在將資料、音樂與視訊燒錄到光碟之前或之後，製作光碟標籤。

如需更多關於製作 LightScribe 標籤的資訊：

- 1 按一下 [開始] 按鈕，然後按一下 [說明及支援]。
- 2 在 [搜尋說明] 方塊中輸入 *lightscribe*，然後按一下 Enter 鍵。

# 使用遙控器

(僅限部分型號)

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**注意事項：**遙控器請使用鹼性電池。

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您可使用遙控器，開啟 Windows Media Center 觀賞電視廣播、錄製和播放電視節目，以及播放音樂、電影或影片。

若要開啟 Windows Media Center，請將遙控器對準電腦機殼正上方的遙控感應器，然後按下遙控器上的 Windows Media Center [開始] 按鈕。



或



若要使用遙控器，請在感應範圍內對準遙控感應器。遙控器與感應器之間的距離不得超過 8 公尺 (26 英尺)。遙控器不應位在遙控感應器中心位置 22.5 度 (共 45 度) 的範圍以外。

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**注意事項：**強光直接對準感應器照射時可能會干擾遙控器作業。

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# 取得更多資訊

## 使用說明及支援中心

(僅限部分型號)

有關本電腦的資訊位於 [說明及支援中心]。您可從這裡找到驅動程式更新的連結、存取技術支援選項，以及一般常見問題的相關資訊。

若要開啟 [說明及支援中心]：

- 按一下鍵盤上的 [說明] 按鈕 (僅限部分型號)。
- 或
- 按一下 [開始] 按鈕，然後按一下 [說明及支援]。

## 取得網路上的支援

您可以使用網際網路前往《保固及支援手冊》中所列的支援網站，取得有關電腦的資訊，或是使用下列步驟取得資訊：

- 1 請用網頁瀏覽器前往：<http://www.hp.com/support>。
- 2 選擇您的國家 / 地區和語言。
- 3 按一下 [支援及驅動程式]。
- 4 輸入您電腦的型號，然後按一下 [搜尋] 。按下其中一個項目進行檢視。

## 在網路上尋找工作手冊

您可以使用網際網路進入支援網站，取得電腦的手冊：

- 1 請使用先前所述程序前往支援網站，搜尋您的電腦型號。
  - 2 按一下 [使用手冊]。
  - 3 尋找您想要的使用手冊，然後執行下列其中一個動作：
    - 按一下標題，以在 Adobe® Acrobat® Reader 顯示檔案 (如果您的電腦目前未安裝該軟體，您可以從 [使用手冊] 頁面下載該程式)。
- 或
- 在標題上按一下滑鼠右鍵，然後再按一下 [另存目標]，指定電腦上要儲存此檔案的位置，重新命名檔案 (請保留副檔名 .pdf)，然後按一下 [儲存]。

# 尋找螢幕上手冊

(僅限部分型號)

您可以在 [使用手冊] 資料夾中找到您電腦的螢幕上手冊。

- 1 按一下 [開始] 按鈕。
- 2 按一下 [所有程式]。
- 3 按一下 [使用手冊]。  
按一下某個項目以進行檢視或使用。

---

**注意事項：**如果資料夾中沒有列出手冊標題，就表示您的電腦沒有螢幕上手冊。

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## 使用 PC 說明和工具資料夾

[PC 說明和工具] 資料夾包含為電腦使用者準備的特殊公用程式，例如：支援資訊和程式。

若要檢視 [PC 說明和工具] 資料夾中的項目：

- 1 按一下 [開始] 按鈕。
- 2 按一下 [所有程式]。
- 3 按一下 [PC 說明和工具]。

## 使用 HP Advisor 軟體

(僅限部分型號)

HP Advisor 這套桌面工具，可讓您用來監視並存取電腦重要區域的系統運作狀況相關資訊。HP Advisor 有四大主要領域：

- **PC Dock** (電腦快捷列) — 在您的桌面上直接存取 HP 與合作夥伴軟體，並以拖曳項目的方式自訂您的 PC Dock (電腦快捷列)。
- **PC Dashboard** (電腦狀態檢視) — 快速查看 PC Dashboard (電腦狀態檢視) 以檢查您的電腦狀態。從 HP 和合作夥伴存取執行本電腦所需的所有項目。
- **PC Discovery** (電腦探索中心) — 探索已安裝在電腦上的 HP 與合作夥伴軟體及線上服務，並尋找與新奇軟體和服務有關的推出訊息。

若要開啟 HP Advisor Dock (HP Advisor 快捷列)，請按一下工作列上的 **HP** 標誌。

# 安全且舒適地使用電腦

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**警告：**為了降低嚴重傷害的風險，請參閱《安全與舒適指南》。該指南不僅包含正確的工作站設置、姿勢以及電腦使用者的健康和習慣等內容，還提供重要的電源與機械安全資訊。

---

在使用電腦前，請先安排您的電腦及工作區域位置，使您擁有工作上的舒適度並發揮最佳產能。如需瞭解重要的人體工學相關資訊，請參閱《安全與舒適指南》：

- 按一下 [ 開始 ] 按鈕、[ 所有程式 ]、[ 使用手冊 ]，然後按一下 [ 安全與舒適指南 ]。

或

- 在您的網頁瀏覽器的網址列輸入  
<http://www.hp.com/ergo>，  
然後按下鍵盤上的 Enter。





# 疑難排解與維護

本節包含下列項目：

- 以下〈電腦問題疑難排解〉的疑難排解表格。
- 第 45 頁的〈軟體疑難排解〉中的軟體修復資訊。
- 第 48 頁的〈維護〉中的維護資訊與指南。

如需詳細資訊，請參閱 [說明及支援中心] 或參閱支援網站；另請參閱第 25 頁的〈取得更多資訊〉。

請參閱產品製造商所提供的說明文件，取得特定週邊裝置的資訊，例如：與顯示器或印表機有關的問題。

## 電腦問題疑難排解

下列表格說明您在安裝、開機或使用電腦時，可能遭遇到的部分問題徵兆。表格中也提出您可以嘗試執行的可能解決方法。

疑難排解表格會以下列順序出現：

- 第 30 頁的〈電腦無法啟動〉
- 第 31 頁的〈電源〉
- 第 31 頁的〈螢幕（顯示器）〉
- 第 32 頁的〈鍵盤與滑鼠（有線）〉
- 第 33 頁的〈無線鍵盤和滑鼠〉
- 第 36 頁的〈音訊與喇叭〉
- 第 37 頁的〈網際網路連線〉
- 第 38 頁的〈CD 和 DVD 光碟機〉
- 第 40 頁的〈視訊〉
- 第 41 頁的〈硬體安裝〉
- 第 42 頁的〈效能〉
- 第 43 頁的〈無線裝置〉
- 第 44 頁的〈遙控器〉
- 第 44 頁的〈讀卡機〉

## 電腦無法啟動

### 徵兆

### 可能的解決方法

電腦無法開機或啟動。

確認已插妥將電腦連接至外部電源的連接線。

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。

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，插好之後再開啟電源。請參閱第 31 頁的〈螢幕（顯示器）〉。

將電線的電壓切換開關調整為符合您國家 / 地區的正确設定，或參閱《有限保固及支援手冊》來連絡「支援服務」。

將不同的電源裝置連接到牆上插座以測試插座是否故障。

電腦似乎被鎖定且沒有回應。

使用 [Windows 工作管理員] 關閉任何沒有回應的程式，或重新開機：

- 1 同時按下鍵盤上的 Ctrl-Alt-Delete 鍵。
- 2 按一下 [ 啟動工作管理員 ]。
- 3 選取沒有回應的程式，接著按一下 [ 結束工作 ]。

如果無法關閉程式，請重新開機：

- 1 同時按下鍵盤上的 Ctrl-Alt-Delete 鍵。
- 2 按一下紅色 [ 關機 ] 按鈕旁的箭頭，然後按一下 [ 重新啟動 ]。

或

- 1 按住電源按鈕約 5 秒鐘或更長的時間以關閉電腦。
- 2 按電源按鈕啟動電腦。

錯誤訊息：硬碟錯誤。

請參閱《有限保固及支援手冊》以連絡支援中心。

## 電源

徵兆	可能的解決方法
錯誤訊息：無效系統磁碟或非系統磁碟或磁碟錯誤。	當磁碟機作業停止時，請取出磁碟並按下鍵盤上的空白鍵，即可啟動電腦。
按下電源按鈕時電腦不會關機。	按住電源按鈕直到電腦關機為止。 檢查 [ 電源設定 ]。
電腦自動關機。	電腦可能處於超高溫的環境。請讓它冷卻一下。 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。 請參閱第 50 頁的〈清潔電腦通風孔〉。

## 螢幕（顯示器）

徵兆	可能解決方法（除了此處所列出的資訊以外，亦請參閱顯示器隨附的說明文件。）
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。	在 Windows 7 調整顯示器解析度設定： <ol style="list-style-type: none"><li>1 按一下 [ 開始 ] 按鈕，然後按一下 [ 控制台 ]。</li><li>2 在 [ 外觀和個人化 ] 下，按一下 [ 調整螢幕解析度 ]。</li><li>3 按照所需，調整解析度並按一下 [ 套用 ]。</li></ol>

## 鍵盤與滑鼠（有線）

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，拔除並重新連接鍵盤連線到電腦背面，然後啟動電腦。
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、拔除並重新連接滑鼠連接線，接著重新開機。
游標無法對滑鼠活動作出回應。	使用鍵盤重新開機： <ol style="list-style-type: none"><li>1 同時按下鍵盤上的 Alt 和 Tab 鍵以瀏覽開啟的應用程式。</li><li>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，但並非所有程式都適用）。</li><li>3 重複步驟 1 與步驟 2 以儲存所有已開啟應用程式中的變更。</li><li>4 儲存所有已開啟程式中的變更後，請同時按下鍵盤上的 Ctrl 和 Esc 鍵以顯示 Windows [開始] 功能表。</li><li>5 使用方向鍵選取 [關機] 旁的箭頭按鈕。選取 [關機]，然後按下鍵盤上的 Enter 鍵。</li><li>6 關閉電腦後，請拔除並重新連接滑鼠連接線至電腦後方，接著開啟電腦。</li></ol>

## 鍵盤與滑鼠（有線）（續上頁）

### 徵兆

### 可能的解決方法

游標回應速度緩慢、僅能垂直或水平移動，或無法順暢地在螢幕上移動。

若是使用有滾球的滑鼠：

- 清潔滾球：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。
- 請在滑鼠墊或其他粗糙表面上使用滑鼠。

若是使用光學滑鼠：

- 清潔光學滑鼠：請用不含絨毛的布輕輕擦拭滑鼠底部的光學感應板（請勿用紙擦拭）。
- 將滑鼠放在滑鼠墊、白紙或其他較不反光的表面上使用滑鼠。

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」。

無法使用數字鍵盤上的方向鍵移動游標。

按一下鍵盤上的 Num Lock 鍵來關閉 Num Lock 燈。如果您想使用數字鍵盤上的方向鍵，Num Lock 燈不應亮起。

## 無線鍵盤和滑鼠

### 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。

檢查下列問題：

- 請確定無線鍵盤或滑鼠位於接收器的範圍內，正常使用時大約為 10 公尺（32 英呎），在初始設定或是進行重新同步化時，則需要在 30 公分（12 英吋）之內。
- 更換鍵盤和滑鼠的電池：將裝置反過來，關閉滑鼠，開啟電池蓋，取出舊電池，裝入新的鹼性電池，蓋上電池蓋，然後開啟滑鼠。

**注意事項：**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啟動。

## 無線鍵盤和滑鼠（續上頁）

### 徵兆

無法使用或偵測不到無線鍵盤或滑鼠。  
（續上頁）

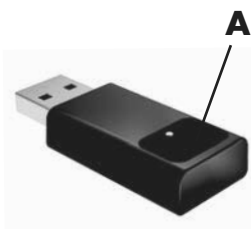
### 可能的解決方法

將鍵盤和滑鼠重新與接收器同步化：

圖例中所顯示的接收器、無線鍵盤與無線滑鼠皆為範例；您的型號可能會有所不同。

**重要：**在這些步驟中，請將無線鍵盤與滑鼠置於與接收器同高的平面上，距離接收器 30 公分（12 英吋）以內，並遠離其他裝置的干擾。

- 1 將接收器從電腦上的 USB 接頭拔除，然後再重新接上。您的電腦型號可能有接收器專屬的接頭。如果可以，請使用電腦前面的 USB 接頭。
- 2 接收器會有 LED 燈或是 [Connect] 按鈕（也是 LED 燈）。如果您的接收器沒有 [Connect] 按鈕 **(A)**，請跳過此步驟。



按住接收器上的 [Connect] 按鈕 **(A)**（也是 LED 燈）5 到 10 秒，直到燈光開始閃爍。

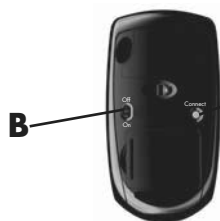
## 無線鍵盤和滑鼠（續上頁）

### 徵兆

無法使用或偵測不到無線鍵盤或滑鼠。  
(續上頁)

### 可能的解決方法

- 3 確定滑鼠已啟動 **(B)**，然後按住滑鼠背面的 [Connect] 按鈕 **(C)** 5 至 10 秒，直到接收器上的 LED 燈 **(A)** 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，請移動滑鼠以檢查螢幕上是否有回應。

- 4 建立滑鼠連線後，請繼續接下來的步驟為鍵盤重複建立連線的程序。
- 5 如果您的接收器沒有 [Connect] 按鈕 **(A)**，請跳過此步驟。  
按住接收器上的 [Connect] 按鈕 **(A)** 5 到 10 秒，直到燈光開始閃爍。
- 6 按住鍵盤底部接收器上的 [Connect] 按鈕 **(D)** 5 至 10 秒，直到接收器的 LED **(A)** 亮起或停止閃爍。



### 徵兆

### 可能的解決方法

無法發出聲音。

如果您使用顯示卡上的 HDMI 接頭（僅限部分型號）將螢幕（顯示器）連接至電腦，如果您想在電腦初始安裝期間聽見聲音，您應該將類比喇叭連接至電腦的音訊音源輸出接頭。

請參閱安裝海報進行與類比喇叭的連線。

按鍵盤上的 [靜音] 按鈕，檢查是否啟動「靜音」功能。

或

- 1 在工作列上用右鍵按一下【音量】圖示，然後按一下【開啟音量混音程式】。



就會開啟 [音量混音程式] 設定視窗。

- 2 如果程式變成靜音，請按一下【靜音】按鈕解除靜音。

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) 以確保已開啟音訊且適當設定音量。

若要提高音量，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。檢查軟體程式中的音量設定。

確認已連接有電源鈕的（主動式）喇叭，而且已經開啟。

關閉電腦，拔除並重新連接喇叭。確定喇叭已連接到音訊接頭，而不是連接到音源輸入或耳機接頭。

若要離開睡眠模式，按下 [Sleep] 按鈕（僅限部分型號）或鍵盤上的 Esc 鍵。

若有耳機連接在電腦（或喇叭系統）上，請拔下耳機。

音量太小或音質不佳。

確認已將喇叭連接到電腦背面的音訊輸出（萊姆綠）接頭。（多聲道喇叭必須使用額外的音訊接頭。）分離式無電源喇叭（沒有個別電源的喇叭，例如電池或電源線）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。



## 網際網路連線

### 徵兆

我無法連線上網。

### 可能的解決方法

連絡您的 ISP 以尋求協助。

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撥接數據機與乙太網路配接卡（亦稱為網路介面卡或 NIC）。數據機使用標準電話線，而網路介面卡則使用網路線來連接區域網路 (LAN)。請勿將電話線連接至網路介面卡，也不要將網路線插入電話線路中；否則可能會損壞網路介面卡。

如需更多關於連接上網的資訊，請開啟 [說明及支援中心]；請參閱第 25 頁的〈使用說明及支援中心〉。

執行無線網路安裝精靈：

- 1 按一下 [開始] 按鈕，然後按一下 [控制台]。
- 2 按一下 [網路和網際網路]，然後按一下 [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] 以開啟精靈。
- 4 按照螢幕上的指示進行操作。

使用 [裝置管理員] 以確認內建無線區域網路裝置已正確安裝於電腦中：

- 1 按一下 [開始] 按鈕。
- 2 在 [開始搜尋] 方塊輸入裝置管理員，然後按一下 [裝置管理員]。
- 3 按一下 [網路介面卡]。您的無線區域網路裝置應該會在此處列出。無線區域網路裝置可能包括的詞彙有無線、無線區域網路或 802.11。
- 4 按一下 [開始] 按鈕。
- 5 在 [開始搜尋] 方塊輸入網路和共用中心，接著按一下 [網路和共用中心] 以開啟 [網路和共用中心] 視窗。
- 6 按一下 [連線到網路]，接著按照螢幕上的指示動作。

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，請嘗試移動電腦。

稍後再試著連接網路，或是連絡您的 ISP 以尋求協助。

網際網路程式無法自動啟動。

登入您的 ISP，然後啟動要使用的程式。

## 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啟動。	<p>請確定已放入光碟，且標籤朝外，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 45 頁的〈更新驅動程式〉。</p> <hr/>
我無法取出 CD 或 DVD。	<p>開啟電腦並按光碟機旁的 [Eject] 按鈕開啟托槽。</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 [開始] 按鈕，然後按一下 [電腦]。</li><li>2 在您要開啟的 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> <hr/>
我的迷你光碟掉入電腦中。	<p>直立與插槽載入式光碟機無法播放尺寸特殊的光碟。</p> <p>對於托槽以垂直方向安裝的 CD/DVD 光碟機而言，標準大小的光碟（標籤面朝外）可垂直插入光碟機。若要以直立式光碟機托槽使用迷你光碟片，您必須先將電腦往右側平放（僅限部分型號），再插入迷你光碟片：</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 [退出] 按鈕開啟 CD/DVD 托槽。</li><li>3 將迷你光碟放置在托槽上的凹槽中，然後按下托槽前端關閉光碟機。</li></ol> <hr/>

## 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。

請確定已放入光碟，且標籤朝外，置中放在托槽中。

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。

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。

根據您要錄製的檔案類型，使用正確的光碟類型。

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）。

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。

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。

為燒錄機選取較慢的寫入速度（如果可以的話）。

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。

在錄製之前，請關閉所有的軟體程式及視窗。

確定您的硬碟有足夠可用空間可儲存此內容的暫時副本。

按一下【開始】按鈕，然後按一下【說明及支援】。在硬碟上按一下滑鼠右鍵，然後按一下【內容】檢視可用空間。

## 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）	如果您處於連線狀態，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。  關閉所有程式和視窗，然後重新開機。
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。在視訊編輯器中開啟視訊檔案，接著將檔案重新儲存為支援的格式。
嘗試播放某些視訊檔案時，會顯示轉碼器錯誤訊息。	在 Windows Media Player 中開啟檔案。請確認已將 Windows Media Player 設定為自動下載轉碼器。 <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> 如需更多相關資訊，請開啟 Windows Media Player 說明，然後搜尋「轉碼器」。
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 [開始] 按鈕。</li><li>2 在 [開始搜尋] 方塊輸入裝置管理員，然後按一下 [裝置管理員] 以開啟 [裝置管理員] 視窗。</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>

## 硬體安裝

### 徵兆

### 可能的解決方法

系統無法辨識新增的裝置。

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。

您可能需要適用於 Windows 7 的更新版驅動程式。請洽詢裝置製造廠商直接購買更新版。

如果是 Hewlett-Packard 的週邊裝置，請前往 HP 的網站，網址如下：[\*\*http://www.hp.com/support\*\*](http://www.hp.com/support)

請確定所有連接線已正確並穩固地接妥，且連接線或接頭上的針腳沒有彎曲。

請關閉電腦、開啟外接式裝置的電源，然後開啟電腦以整合該裝置與電腦。

將電腦重新開機，然後依照指示接受變更。

請在作業系統中停用新裝置的自動設定，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。

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。如果您必須切換使用者，按一下 [ 開始 ] 按鈕、[ 關機 ] 旁的箭號按鈕，然後按一下 [ 切換使用者 ]。選擇有管理權限的使用者。

## 硬體安裝（續上頁）

徵兆	可能的解決方法
安裝新的裝置後，裝置無法運作。	<p>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：</p> <ol style="list-style-type: none"><li>1 按一下 [ 開始 ] 按鈕。</li><li>2 在 [ 開始搜尋 ] 方塊輸入裝置管理員，然後按一下 [ 裝置管理員 ] 以開啟 [ 裝置管理員 ] 視窗。</li><li>3 按一下問題裝置旁的加號 (+)，檢查裝置圖示旁是否有一個以黃色圓圈為底的驚嘆號。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，不一定會出現驚嘆號。</li><li>4 如果您已移除硬體裝置，但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 ]。</li><li>5 在裝置名稱上按一下滑鼠右鍵，接著選取 [ 內容 ]。</li><li>6 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。</li><li>7 重新開機。按一下 [ 開始 ] 按鈕，按一下 [ 關機 ] 旁的箭號按鈕，然後按一下 [ 重新啟動 ]。</li></ol>

## 效能

徵兆	可能的解決方法
電腦顯示的處理器速度低於預期。	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。
軟體程式和檔案花了比預估更多的時間開啟或回應。	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。

## 無線裝置

### 徵兆

### 可能的解決方法

藍芽裝置無法運作。

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。

移除裝置，接著重新安裝裝置：

- 1 按一下 [開始] 按鈕，然後按一下 [控制台]。
- 2 按一下 [硬體和音效]，然後按一下 [藍芽裝置]。
- 3 選取不在運作中的裝置，然後按一下 [移除]。
- 4 按一下 [新增]，按下裝置上的 [重設] 按鈕，勾選 [我的裝置已設定並就緒可以找到] 核取方塊，然後按一下 [下一步]。
- 5 請按照螢幕上精靈的指示進行操作。

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。

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。

## 遙控器

徵兆	可能的解決方法
遙控感應器無法從遙控器收到訊號。	<ul style="list-style-type: none"><li>■ 請確定將遙控器指向感應器。</li><li>■ 請確定遙控器裝有電量充足的電池。</li><li>■ 如果搭配 USB 接頭使用外接感應器，請嘗試按照下列步驟啟動紅外線 (IR) 連線：<ol style="list-style-type: none"><li>1 按一下 [ 開始 ] 按鈕。</li><li>2 在 [ 開始搜尋 ] 方塊輸入裝置管理員，然後按一下 [ 裝置管理員 ] 以開啟 [ 裝置管理員 ] 視窗。</li><li>3 按一下 [ 通用序列匯流排控制器 ] 旁的加號 (+)。</li><li>4 如果在 [ 通用序列匯流排控制器 ] 下有列出 [ eHome 紅外線接收器 ]，就表示 Windows 7 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。</li><li>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 接頭。</li><li>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。</li></ol></li></ul>

## 讀卡機

徵兆	可能的解決方法
讀卡機無法讀取我的記憶卡。	<p>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。</p> <hr/> <p>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「啟用寫入」。</p> <hr/> <p>確定儲存的資料量尚未超出記憶卡的儲存限制。</p>



## 讀卡機（續上頁）

徵兆	可能的解決方法
讀卡機無法讀取我的記憶卡。 (續上頁)	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。部分型號可支援其他的類型，例如 SDHC (Secure Digital High-Capacity) 記憶卡。 <hr/> 確定記憶卡已完全插入正確的插槽。 <hr/> 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。

## 軟體疑難排解

電腦在正常作業期間會使用作業系統及安裝的軟體程式。若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。

有些軟體維修就和重新啟動電腦一樣容易，而其他維修則需要從硬碟上的檔案執行「系統復原」。

### 軟體修復簡介

修復軟體的最有效方法就是重新啟動電腦，或是將電腦完全關機之後再重新開機。如果此方法無效，則在軟體發生問題時，尋找以下可用來修復電腦的方法：

- 更新驅動程式（參閱下列各節，〈更新驅動程式〉）。
- Microsoft 系統復原（請參閱第 46 頁的〈Microsoft 系統還原〉）— 將您的電腦設定回復到之前尚未發生目前軟體問題時所使用的設定。
- 軟體程式與硬體驅動程式重新安裝（請參閱第 47 頁的〈重新安裝軟體程式與硬體驅動程式〉）— 使用 [復原管理員] 程式重新安裝原廠軟體程式或硬體驅動程式。
- 系統復原（請參閱第 50 頁的〈系統復原〉）— 完全清除及重新格式化硬碟，同時刪除您建立的所有資料檔案，然後重新安裝作業系統、程式與驅動程式。

### 更新驅動程式

驅動程式為可讓您的電腦與外接裝置（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，請回復舊版的驅動程式。

- 1 按一下 [ 開始 ] 按鈕。
- 2 在 [ 開始搜尋 ] 方塊輸入裝置管理員，然後按一下 [ 裝置管理員 ] 以開啟 [ 裝置管理員 ] 視窗。
- 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 連接兩下特定的項目（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 7 包含的功能可讓您將電腦設定回復到之前尚未發生目前軟體問題時使用的設定。這種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。

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「系統復原」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 關閉所有開啟的程式。
- 2 按一下 [ 開始 ] 按鈕，在 [ 電腦 ] 上按一下滑鼠右鍵，然後按一下 [ 內容 ]。
- 3 選擇 [ 系統保護 ]、[ 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 關閉所有開啟的程式。
- 2 按一下 [ 開始 ] 按鈕，在 [ 電腦 ] 上按一下滑鼠右鍵，然後按一下 [ 內容 ]。
- 3 按一下 [ 系統保護 ]。
- 4 在 [ 保護設定 ] 下，選取您想其建立還原點的磁碟。
- 5 按一下 [ 建立 ]。
- 6 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 [ 開始 ] 按鈕，然後按一下 [ 說明及支援 ]。
- 2 在 [ 搜尋說明 ] 方塊中輸入系統還原，然後按一下 Enter 鍵。

## 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「復原管理員」程式來重新安裝程式（僅限部分型號）。

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**注意事項：**請勿使用「復原管理員」程式重新安裝電腦包裝箱中隨附之 CD 或 DVD 上的軟體程式。請直接從 CD 或 DVD 上重新安裝這些程式。

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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「復原管理員」重新安裝的程式清單中。

若要確認「復原管理員」中可安裝程式的清單：

- 1 按一下 [ 開始 ] 按鈕、[ 所有程式 ]、[ 復原管理員 ]，然後按一下 [ 復原管理員 ]。若出現系統提示，請按一下 [ 是 ] 以允許程式繼續執行。
- 2 在 [ 我現在就需要協助 ] 下方，按一下 [ 軟體程式重新安裝 ]。
- 3 在歡迎畫面按 [ 下一步 ]。  
接著會開啟程式清單。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 [ 開始 ] 按鈕，然後按一下 [ 控制台 ]。
  - b 在 [ 程式 ] 下，按一下 [ 解除安裝程式 ]。
  - c 選取您想要移除的程式，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「復原管理員」重新安裝程式：

- 1 按一下 [ 開始 ] 按鈕，再按 [ 所有程式 ]、[ 復原管理員 ]，然後按一下 [ 復原管理員 ]。
- 2 按一下 [ 軟體程式重新安裝 ]。
- 3 在歡迎畫面按 [ 下一步 ]。
- 4 選擇您要安裝的程式，按 [ 下一步 ]，然後按照螢幕上的指示進行操作。
- 5 當您完成重新安裝後，請重新啟動電腦。

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**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。

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## 維護

為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。

### 維護作業

請務必對電腦執行簡易的維護以確保電腦擁有最佳的效能。

#### 每週

**軟體清理**                      使用 [ 清理磁碟 ] 或安全的協力廠商清理工具，移除累積在系統並使系統變慢的廢棄與暫存檔案。另外，請檢查並解除安裝您不需要使用的程式。

**磁碟重組**                      執行 [ 磁碟重組 ] 程式可保持磁碟的良好狀態，並改善系統效能。經常執行此作業不會損害您的系統。

**病毒掃描**                      每週執行完整的病毒掃描可偵測任何隱匿進入系統的病毒。大部分的防毒產品擁有排程的功能，可自動追蹤此情形。

#### 每月

**硬體清理**                      徹底清理電腦的內外。

**軟體更新**                      使用 Windows Update 可修復作業系統的錯誤並改善效能。另外，請確定檢查硬體是否有更新版驅動程式，以及您常用的程式是否有可用的新版本。

**硬碟診斷**                      在某些情況下，您可以避免磁碟損壞，這樣可減少未來的突發意外。

#### 每年

**系統復原**                      電腦使用一段時間後，按照電腦的使用頻率，系統作業速度仍然可能會變慢。請使用 [ 系統復原 ] 清理 Windows 作業系統，將其復原到首次開啟系統的原始配置狀態。請務必先行進行備份！請參閱第 50 頁的〈系統復原〉獲得進一步的細節，再執行復原作業。

## 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。

將資料寫入備份光碟時，請使用包含寫入驗證功能的軟體。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，您可能需要手動啟用此功能（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。若要開啟 [Windows 檔案總管]，請在 [開始] 按鈕上按一下滑鼠右鍵，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。請參閱第 51 頁的〈建立復原光碟〉獲得細節。

## 使電腦遠離灰塵與過熱的環境

保持電腦遠離灰塵與高溫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。

---

**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。

---

- 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。

## 清潔電腦通風孔

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 使用沾異丙醇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。

## 系統復原

系統恢復會完全清除並重新格式化硬碟，並同時刪除您建立的所有資料檔案。系統恢復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 52 頁的〈從 Windows 7 [開始] 功能表啟動系統復原〉。

---

**注意事項：**復原影像會佔據部分硬碟空間而且無法儲存資料。

---

- 復原光碟 — 從一組復原光碟執行系統復原，這些光碟是您從硬碟中所儲存檔案所建立的光碟。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，可從儲存在硬碟的復原影像建立復原光碟組。此影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。

### 選擇復原光碟

若要建立復原光碟，您的電腦必須具備 DVD 燒錄機。

- 請使用空白 DVD+R 或 DVD-R 媒體來建立您的系統復原光碟。
- 您無法使用 CD 或 DVD+RW、DVD-RW、DVD+RW DL、DVD-RW DL、DVD+R DL 或 DVD-R DL 光碟來建立復原光碟。

請使用高品質光碟建立復原光碟組。復原光碟建立程序的驗證標準非常高。您可能會看到錯誤訊息，例如「燒錄光碟時發生錯誤」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（通常為 1 至 3 片 DVD）。建立復原光碟組時，Recovery Disc Creator 程式會告訴您需要使用多少片空白光碟。

此程序需要一些時間來確認寫入到光碟的資訊是否正確。您可隨時離開這項處理作業。當您下次再執行此程式時，它會從您上次結束的地方重新繼續。

若要建立復原光碟：

- 1 關閉所有開啟的程式。
- 2 按一下 [ 開始 ] 按鈕，再按 [ 所有程式 ]、[ 復原管理員 ]，然後按一下 [ 建立復原光碟 ]。若系統提示您允許程式繼續執行，請按一下 [ 是 ]。
- 3 按照螢幕上的指示進行操作。請依照您製作的順序標示每片光碟（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 7 [ 開始 ] 功能表執行。
- 2 透過硬碟，在系統開啟時按下鍵盤的 F11 鍵執行。
- 3 透過您建立的復原光碟。
- 4 透過從「HP 支援」購買復原光碟。若要購買復原光碟，請至 <http://www.hp.com/support> 進入您電腦型號的「軟體及驅動程式下載」頁面。

## 從 Windows 7 [ 開始 ] 功能表啟動系統復原

如果電腦正常運作中且 Windows 7 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 中斷電腦與所有週邊裝置的連接（顯示器、鍵盤和滑鼠除外）。
- 3 開啟電腦。
- 4 按一下 [ 開始 ] 按鈕，按一下 [ 所有程式 ]，按一下 [ 復原管理員 ]，然後按一下 [ 復原管理員 ]。若系統提示您允許程式繼續執行，請按一下 [ 是 ]。
- 5 在 [ 我現在就需要協助 ] 下方，按一下 [ 系統復原 ]。
- 6 選取 [ 是 ]，然後按一下 [ 下一步 ]。

接著，您的電腦會重新啟動。

---

**注意事項：**如果您的系統並未偵測到復原磁碟分割，系統會提示您插入復原光碟。請插入光碟並前往第 53 頁的〈從使用者建立的復原光碟啟動系統復原〉一節中的步驟 7。

---

- 7 在 [ 我現在就需要協助 ] 下方，按一下 [ 系統復原 ]。
  - 8 如果系統提示您備份檔案且您還沒有備份檔案，請選取 [ 先備份您的檔案 ]（建議選項），然後按一下 [ 下一步 ]。否則，請選取 [ 恢復但不備份您的檔案 ] 按鈕，然後按一下 [ 下一步 ]。
- 接著開始進行系統復原。完成系統復原後，請按一下 [ 結束 ] 以重新開機。
- 9 完成註冊程序，然後等到桌面出現為止。
  - 10 關閉電腦、重新連接所有週邊設備，然後再重新啟動電腦。
  - 11 執行第 54 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 7 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 中斷電腦與所有週邊裝置的連接（顯示器、鍵盤和滑鼠除外）。
- 3 按一下電源按鈕啟動電腦。



- 4 當您看見公司標誌畫面第一次出現時，請重複按鍵盤上的 F11 鍵，直到「Windows 正在載入檔案 ...」訊息出現在畫面上為止。
- 5 在 [我現在就需要協助] 下方，按一下 [系統復原]。
- 6 如果系統提示您備份檔案且您還沒有備份檔案，請選取 [先備份您的檔案]（建議選項），然後按一下 [下一步]。否則，請選取 [恢復系統，但不備份檔案] 按鈕，然後按一下 [下一步]。  
接著開始進行系統復原。完成系統復原後，請按一下 [結束] 以重新開機。
- 7 完成註冊程序，然後等到桌面出現為止。
- 8 關閉電腦、重新連接所有週邊設備，然後再重新啟動電腦。
- 9 執行第 54 頁的〈執行復原後程序〉的程序。

#### 從使用者建立的復原光碟啟動系統復原

本節包含使用您按照第 51 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，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，將會遺失資料。

---

- 2 將復原光碟 #1 插入 DVD 光碟機托槽，然後關閉托槽。
- 3 如果電腦正運作中，請按一下 [開始] 按鈕、[關機] 旁的箭號按鈕，然後按一下 [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 中斷電腦與所有週邊裝置的連接（顯示器、鍵盤和滑鼠除外）。
- 5 按一下電源按鈕啟動電腦。  
如果系統提示您選擇從光碟或硬碟執行系統復原，請選取 [從光碟執行程式]，然後按一下 [下一步]。
- 6 在 [我現在就需要協助] 下方，按一下 [原廠重設]。
- 7 如果系統提示您備份檔案且您還沒有備份檔案，請選取 [先備份您的檔案]（建議選項），然後按一下 [下一步]。否則，請選取 [恢復系統，但不備份檔案] 按鈕，然後按一下 [下一步]。
- 8 如果電腦提示您插入下一片回復光碟，請遵照指示進行。

- 9 結束「復原管理員」後，請從系統取出所有回復光碟。
- 10 按一下 [ 結束 ] 重新開機。
- 11 重新啟動電腦之後，請參閱第 13 頁的〈準備使用您的電腦〉。

## 執行復原後程序

- 1 在 [ 歡迎使用 Microsoft Windows ] 畫面，依照螢幕上之設定指示進行操作。
- 2 請按照第 13 頁的〈準備使用您的電腦〉的指示進行操作。

## 其他疑難排解

如需其他疑難排解解決方案，請參閱下列各項：

### ■ HP Support Assistant (HP 支援助理)

HP Support Assistant (HP 支援助理) 可協助您維護電腦效能，並可透過自動化更新、機上診斷與引導協助來更快解決問題。

若要開啟 HP Support Assistant (HP 支援助理)，請按一下 [ 開始 ] 按鈕、[ 所有程式 ]、[ HP ]，然後按一下 [ HP Support Assistant ] (HP 支援助理)。

### ■ Windows 7 Troubleshooting Tools (Windows 7 疑難排解工具)

Windows 7 所提供的疑難排解工具可自動排解疑難並進行修復。若要存取 Windows 7 Troubleshooting Tools (Windows 7 疑難排解工具)：

- 1 按一下 [ 開始 ] 按鈕，然後按一下 [ 控制台 ]。
- 2 按一下 [ 系統及安全性 ]。
- 3 在 [ 行動作業中心 ] 下方，按一下 [ 檢查電腦的狀態和解決問題 ]。

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# **Getting Started**

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Wi-Fi CERTIFIED 802.11n based on Draft 2.0

Draft 2.0 refers to the version of the not-yet-ratified IEEE 802.11n standard used in Wi-Fi Alliance testing as of June 2007.

The specifications of the 802.11n WLAN (wireless local area network) are draft specifications and not final. If the final specifications differ from the draft specifications, it may affect the ability of this device to communicate with other 802.11n WLAN devices.

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# Setting Up Your Computer



**WARNING:** The power supply is preset for the country/region in which you purchased your computer. If you move, please check the voltage requirements for your new location before plugging the computer into an AC power outlet.

---



**WARNING:** Please read “Safety Notices” in the *Regulatory and Safety Information* document before installing and connecting the computer to the electrical power system.

---



**WARNING:** To reduce the risk of serious injury, read the *Safety & Comfort Guide*. It describes proper workstation setup, posture, and health and work habits for computer users. It also provides important electrical and mechanical safety information.

---

Follow the steps on the setup poster to set up the computer:

- 1 Connect a keyboard and a mouse to the computer.
  - 2 Connect a display (monitor) to the computer.
  - 3 Connect power to the computer.
  - 4 Turn on the computer. See “Preparing to Use Your Computer” on page 13.
- 

**NOTE:** Do not connect or add other devices to the computer until after you turn on the computer for the first time and complete the initial setup. See “Preparing to Use Your Computer” on page 13.

---

## Checking the Computer Installation

- Place the computer in an appropriate location so that:
    - All ventilation openings are unobstructed.
    - All cabling is out of the way. Do not place any cable in a walkway or where it can be stepped on or damaged from placing furniture on it.
- 



**WARNING:** Place the computer in a location away from water, dust, moisture, and soot. These can increase the inside temperature, causing fire, trouble, and electrification.

---

- Protect the monitor, computer, and connected accessories by connecting all power cords to a power surge protection device. Use a power strip specifically labeled as having surge protection, an uninterruptible power supply (UPS), or a similar device.

If the computer has a television tuner, or a modem or telephone connection, protect the computer by using surge protection with these signal inputs as well. Connect the television cable or the telephone line cord to the inputs and outputs of the surge protection device and then to the computer.

- Look in the computer box for additional printed details or updates regarding your computer.

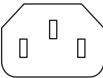
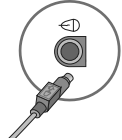



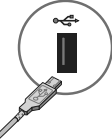

## Connecting other devices to the computer

Some peripheral devices can plug into connectors on the back of the computer or on the front of the computer.





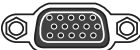




---

**NOTE:** The location, availability, and number of connectors on the computer may vary.

---

Power cord and devices	Icon/label	Description and function
	Power connector.	
		Mouse (PS/2 connector).
		Keyboard (PS/2 connector).
		Universal Serial Bus (USB) 2.0 for mouse, keyboard, digital cameras, or other devices with USB connectors.

---

Network	Icon/label	Description and function
	ETHERNET	Ethernet LAN connector to connect to an Ethernet (RJ-45) local area network (LAN) hub or any broadband connection. This wired LAN connector is a network interface adapter (also called a network interface card, or NIC). The green LED indicates a valid connection.
Modem	Icon/label	Description and function
	 LINE	Modem (Line In RJ-11) (select models only) to connect the computer modem to a telephone wall jack for dial-up connections to the Internet.
Display video output	Icon/label	Description and function
	DVI	Recommended for connecting to a monitor. Digital video output connector (select models only), to connect to a TV or monitor. You may need to use a VGA-to-DVI or an HDMI-to-DVI adapter to connect the display to the computer.
	VGA/Monitor 	VGA/Monitor (blue) display output connector, to connect to a VGA monitor. You may need to use a VGA-to-DVI adapter to connect a display with only a DVI connector to the computer.
	HDMI	Recommended for connecting to a TV. HDMI display output connector, to connect to an HDMI monitor or TV display. You may need to use an HDMI-to-DVI adapter to connect a display with only a DVI connector to the computer.
	VGA-DVI	VGA-to-DVI adapter, to adapt a TV or a monitor video cable so it can connect to the computer.
	HDMI-DVI	HDMI-to-DVI adapter, to adapt a TV or a monitor video cable so it can connect to the computer.

# Connecting Speakers or Microphones

Speakers are available separately, or may be included with the monitor (select models only). Headphones and microphones are available separately.

Your computer model may include audio connectors on the back of the computer. Some computers also have connectors on the front of the computer. Audio connectors are stereo mini-jacks that connect from the computer to active (powered) speakers or speaker systems, to headphones, or to an input device such as a microphone, webcam, or audio player.

Some, but not all, audio connectors that may be on the computer appear in the following table.

---

**NOTE:** The location, availability, and number of connectors on the computer may vary.










---

## Connecting speakers

Speakers are available separately, or included with the monitor.

Your computer supports only active (powered) speaker systems; the speaker system must have its own power source, such as batteries or a separate power cord.

For detailed instructions about how to connect and configure other multichannel speakers, go to the Web support page for your model; see "Accessing Support on the Web" on page 25.

Audio connectors	Icon/label	Description and function
	 	Audio Line Out (lime green) to connect front left and front right analog speakers.
	 	Audio Line In (blue) connector to connect input to the computer from an analog audio device, such as a CD player. May function as rear Line Out in a multichannel audio configuration.
	Center	Line C/Sub (gold) connector to connect Center/Subwoofer speakers in a multichannel audio configuration.
	Rear	Line Rear (black) connector to connect rear speakers in a multichannel audio configuration.
	Side	Line Side (gray) connector to connect side speakers in an eight-speaker system (7.1).

---

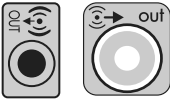
## Connecting a stereo speaker system

To connect active speakers, such as left/right stereo speakers or a 2.1 system of two speakers and a subwoofer, to the computer:

- 1 Ensure that the computer is turned off, and that the speaker system is turned off and unplugged.
- 2 Connect the speaker system cable to the lime green Audio Line Out connector that matches the back of your computer.

Or

For 2.1 speakers or other multichannel speakers that were shipped with your computer (select models only), connect the subwoofer to the Audio Line Out connector on the computer, and connect the left and right speakers to the subwoofer.



---

**NOTE:** Always turn on the computer before you turn on the speaker system.

---

## Connecting headphones

Headphones are available separately.

Your computer comes with a headphones connector (lime green) on the front of the computer. The headphones connector is labeled with a headphones icon.

You can also connect headphones to the Audio Line Out connector (lime green) on the back of your computer.

When headphones are plugged in, the sound to the speakers (and the subwoofer) is usually muted.



## Connecting a microphone

Microphones are available separately.

Your computer comes with a microphone connector (pink) on the back of the computer. Some models have a second microphone connector on the front of the computer (select models only).

Connect the microphone to the microphone connector on the computer.



To adjust the recording volume or select the microphone, see “Selecting the Microphone” on page 16.

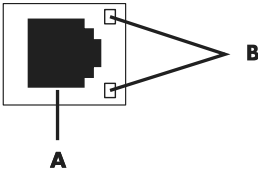
# Connecting to a Network

This section describes connecting to a network through a wired or wireless connection.

## Setting up a wired Ethernet network connection

The Ethernet (RJ-45) connector on the back of the computer provides a high-speed or broadband connection to a network. After you connect this interface to a network, such as a Local Area Network (LAN), you can connect to the Internet through the network.

- 1 Connect an Ethernet cable to the Ethernet (RJ-45) connector (**A**) on the back of the computer, and to the network router or LAN device.



- 2 With the computer turned on, check the indicator lights (**B**) next to the Ethernet connector for the status:
  - **ACTIVITY** — Lit yellow during network data transfer activity
  - **LINK** — Lit green when there is a valid network connection

---

**NOTE:** Your Ethernet connector may have only one indicator light.

---

## Setting up a wireless network connection

(Select models only)

You can connect the computer to a wireless network supporting IEEE 802.11b, 802.11g, or 802.11n by using the antenna that is included with the computer. If provided, connect the external antenna to the wireless antenna connector on the network card to increase the range and sensitivity of the wireless radio signal.


---

**NOTE:** For the best wireless performance, place the antenna on the top of the computer or in an elevated and open area.

---

You need an existing wireless LAN with an Internet connection. Consult your Internet Service Provider (ISP) for further information.

To verify that the integrated WLAN device is installed on the computer correctly, see “Internet access” on page 37.

For more information about setting up a wireless network: Click the Windows **Start** button , click **Help and Support**, and then type *setting up a wireless network* into the Search Help box and press Enter.



# Connecting a Modem

(Select models only)

The modem connects the computer to the telephone line. Use it to connect to an ISP that provides a telephone dial-up connection to the Internet. If you use a network connection, you may not need a modem connection.

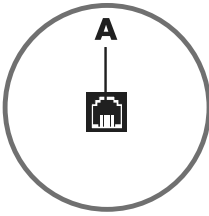
---

**NOTE:** Your computer may not come with a modem. The modem may be a connector on the back of the computer or it may be an external device that plugs into a computer USB connector.

---

Before you can use telephone dial-up to connect to the Internet and send or receive e-mail and faxes, you must connect your telephone service line to the modem connector (**A**).

- 1 Plug a modem/telephone cable into the computer modem connector (**A**). Note that the modem connector on the computer may be green.
- 2 Plug the other end of the modem/telephone cable into the telephone service line wall jack connector.



# Connecting the Television Signal and Video Cables

(Select models only)

This section describes how to connect the computer to a television and which cables to use.

Use cables to connect:

- TV signal source coaxial cable for video/audio into the computer.







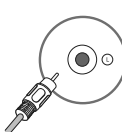

Or



- TV signal source S-video or composite video into the computer.
- TV signal source audio into the computer.





Or

- Video out from the computer.

You may need to purchase cables, a coaxial cable signal splitter, or other accessories separately. Your computer may not include all the cables you need for the television/video setup.

Video and audio input	Icon/label	Description and function
	S-Video	S-video In connector to connect video input from a TV set-top box output connector.
	Composite Video	Composite Video In connector (yellow) to connect video input from a TV set-top box.
	S-Video 2	Secondary S-video In connector to connect video input from a VCR, video camera, or other analog video source.
	Composite Video 2	Secondary Composite Video In connector (yellow) to connect video input from a VCR, video camera, or other analog source.
	A/V In Audio 1 L	Primary left Audio In connector to connect audio input from a TV set-top box connector (white). <b>NOTE:</b> You can record audio by using this Audio In connector, which is connected to the motherboard. Some computers include this primary left audio input connector on the front of the computer.
	A/V In Audio 1 R	Primary right Audio In connector to connect audio input from a TV set-top box connector (red). <b>NOTE:</b> You can record audio by using this Audio In connector, which is connected to the motherboard. Some computers include this primary right audio input connector on the front of the computer.
	A/V In Audio 2 L	Secondary left Audio In input connector (white). <b>NOTE:</b> This Audio In connector is connected to the TV tuner. To record or listen to audio only, you must use the primary Audio In connector, which is connected to the motherboard and located on the back of the computer.
	A/V In Audio 2 R	Secondary right Audio In input connector (red). <b>NOTE:</b> This Audio In connector is connected to the TV tuner. To record or listen to audio only, you must use the primary Audio In connector, which is connected to the motherboard and located on the back of the computer.

Television output	Icon/label	Description and function
	Analog Video	Analog Video Out connector to connect S-video or composite video connector to a TV.
		

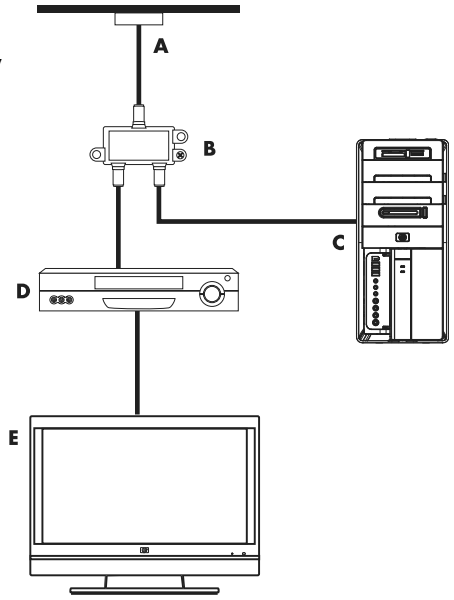
Television input	Icon/label	Description and function
	TV/Cable Ant	TV In connector to connect TV antenna or cable input from wall outlet with no set-top box.
	ATSC	TV In connector for TV cable or antenna, to receive ATSC (Advanced Television System Committee) channels, which are over-the-air digital transmission channels.
	CATV	TV In connector for TV cable or antenna, to receive CATV (Community Antenna Television) channels or cable TV channels.
	NTSC	TV In connector for TV cable or antenna, to receive NTSC (National Television System Committee) channels, which are over-the-air analog transmission channels.

## Connecting the TV signal source without a set-top box

To connect the computer into an existing setup for the TV signal source without a set-top box, insert (add) a splitter (**B**) to route the coaxial TV signal cable from the wall outlet (**A**) to the computer connector (**C**).

### Callouts

- A** TV signal cable (coaxial) wall outlet (from antenna or cable)
- B** Splitter
- C** Computer coaxial TV In connector
- D** Video recorder
- E** TV



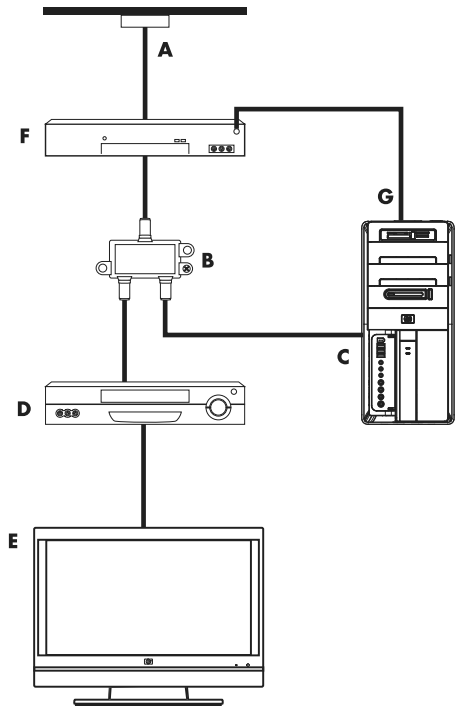
## Connecting the TV signal source with a set-top box

To connect the computer into an existing setup for the TV signal source with a set-top box (cable or satellite), insert (add) a splitter (**B**) to route the coaxial TV signal cable from the set-top box (**F**) to the computer connector (**C**).

Connect the remote control cable/IR blaster (select models only) (**G**) to the IR OUT connector on the computer, and then position the blaster on the set-top box. This enables the computer to change the channel on the set-top box. See "Using an infrared receiver (IR) blaster" on page 12 for IR blaster placement details.

### Callouts

- A** TV signal cable (coaxial) wall outlet (from antenna or cable)
- B** Splitter
- C** Computer coaxial TV In connector
- D** Video recorder
- E** TV
- F** Set-top box/satellite box
- G** Remote control IR blaster cable (select models only)



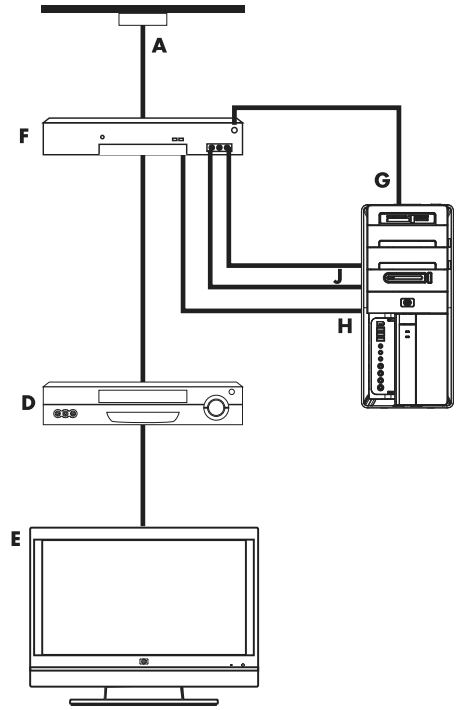
## Connecting the TV signal source with a set-top box and using S-video or composite video cable

To use video output from the set-top box (**F**), add the cables to route video and audio to the computer:

- Do not detach any cables from the existing setup.
- Connect an S-video cable (or you can use an S-video-to-composite cable adapter) to the S-Video In connector (**H**) on the computer.
- Connect audio cables to the Audio In right (red) and left (white) connectors (**J**) on the computer.
- Connect the remote control cable/IR blaster (select models only) (**G**) to the IR OUT connector on the computer, and then position the blaster on the set-top box. This enables the computer to change the channel on the box. See “Using an infrared receiver (IR) blaster” on page 12 for blaster placement details.

### Callouts

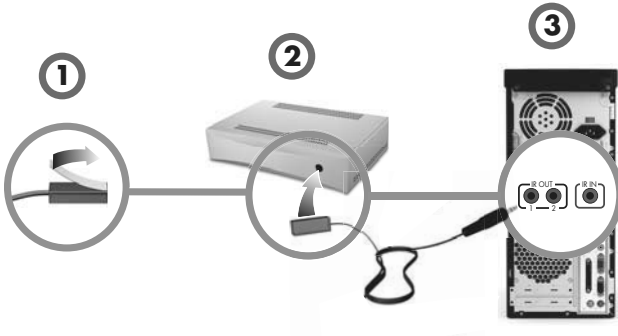
- A** TV signal cable (coaxial) wall outlet (from antenna or cable)
- B** Splitter
- C** Computer coaxial TV In connector
- D** Video recorder
- E** TV
- F** Set-top box/satellite box
- G** Remote control IR blaster cable (select models only)
- H** Computer S-video In connector
- J** Computer right and left Audio In (analog) connectors



## Using an infrared receiver (IR) blaster

(Select models only)

If you have a cable TV or satellite TV set-top box, you can control the set-top box from the computer by using the remote control sensor cable/IR blaster (select models only) and the connector on the computer (not available on all models). Remove the tape (1) on the end of the blaster, adhere it to the IR receiver on the set-top box (2), and connect it to the IR OUT connector (3) on the back of the computer. Point the remote control at the remote control sensor on the front top of the computer.

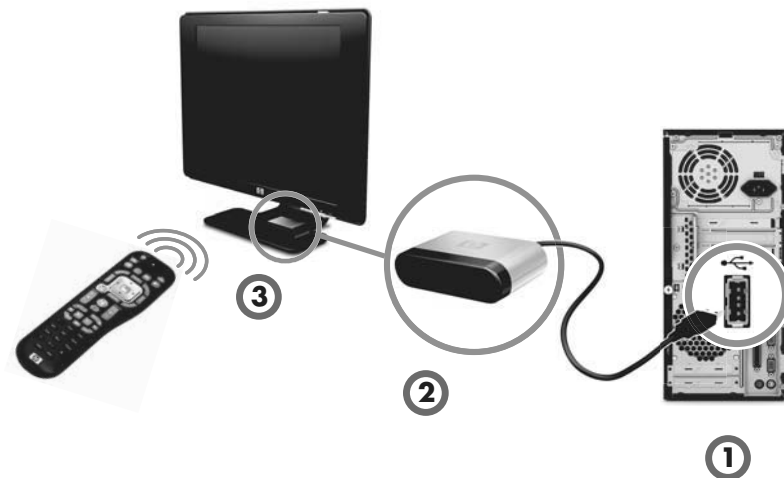


## Using an external IR receiver

(Select models only)

If you do not have a direct line of sight to the remote sensor on the front of the computer, you can use an external IR receiver and place the IR receiver in a location that can receive a signal from the remote control.

Connect the external receiver to the red IR IN connector on the back of the computer (1). Place the IR receiver (2) in a location with a direct line of sight to the remote control. Point the remote control (3) at the external IR receiver.



# Preparing to Use Your Computer

After you have completed the steps on the setup poster, you are ready to turn on the computer.

---

**NOTE:** Do not connect or add other devices to the computer until after you turn on the computer for the first time and complete the initial setup.

---

To turn on the computer:

- 1 Turn on the monitor.
- 2 Turn on the computer.
- 3 Turn on the external speakers, if they are present.
- 4 Set up the computer and Microsoft® Windows® 7 by following the onscreen instructions:
  - If prompted, select the country/region in which you are physically located, and wait while the computer makes preparations. (When you select an alternate language, it may take up to 30 minutes for this one-time language setup on the computer.)
  - Follow the onscreen instructions to register, sign up for updates, and get online.
- 5 When you see the Windows 7 desktop, the initial setup is complete.

For help with getting started using your computer, see the remaining topics in this section.

---

**NOTE:** If you skip some steps during the initial setup procedure or decline some options, you will be reminded to complete the setup at a later time.

---

# Turning Off the Computer

For best results when using Windows 7, do not shut down the computer except when you must turn off the power for safety reasons: to make repairs, to install new hardware or cards in the computer, or to change a battery.

As an alternative to shutting down the computer, you can lock it or put it into either Sleep or Hibernate mode, if it is available. You can set the power management timers to put the computer automatically into Sleep or Hibernate mode.

The computer has these reduced power states:

- **Sleep** mode saves your work to memory, so you can resume quickly. It saves memory to the hard disk drive, and then goes into a reduced-power state. During Sleep mode, the computer hardware light remains on, and the computer is ready to wake quickly and resume your work where you left off. If it is present, simply press the Sleep button on the keyboard to enter sleep mode.
- **Hibernate** mode (available as an advanced power setting) saves the system memory to a temporary file on the hard disk and then turns off the hardware. When you turn on the computer again, the programs, folders, and documents that you had open are restored to the screen.



# Restarting the Computer

When you restart the computer, the computer clears some settings and starts over using the operating system and software in its memory. Restarting is the easiest and most effective way to solve many software issues for the computer.

Also, you may want to install additional software programs or hardware devices onto the computer, and doing so may require that you restart the computer after installation.

To restart the computer:

- 1 Click the **Start** button.
- 2 Click the **Arrow** button next to Shut Down.
- 3 Click **Restart**.

Or

Quickly press the On button on the front of the computer.

# Connecting to the Internet

Connecting to the Internet requires that you:

- 1 Purchase high-speed Internet service from an Internet service provider (ISP).
- 2 Purchase a broadband modem (DSL or cable). This may be provided by the ISP.
- 3 Purchase and install a wireless router (sold separately), if one is required.

The computer can connect to the Internet through a local area network (LAN) or digital subscriber line (DSL). Check with your Internet Service Provider (ISP) for specific information on the connection.



- 1 Refer to “Setting Up Your Computer” on page 1 to make the hardware connections. You need:
  - For a network connection, see “Connecting to a Network” on page 6. To check a wireless LAN device installation, see “Internet access” on page 37.
  - For a modem, see “Connecting a Modem” on page 7.
- 2 To connect to the Internet:
  - Sign up with an ISP. If you already have an account with an ISP, skip this step and follow the instructions provided by the ISP.
  - If you did not set up the computer for Internet service during the initial setup, do so now by using Online Services:
    - a Click the **Start** button.
    - b Click **All Programs**.
    - c Click **Online Services**, and then click **Get Online**.
    - d Follow the onscreen instructions to select an ISP and set up Internet service.

---

**NOTE:** Online Services provides a list of ISPs; however, you may choose another ISP or transfer an existing account to this computer. To transfer existing accounts, follow the instructions provided by the ISP.

---

- 3 Connect to the Internet. You must connect through your ISP.
  - For dial-up only, double-click the ISP-provided icon on the desktop, and then log in.
- 4 Open your Web browser and browse the Internet.

You can use any Web browser; most computers have Microsoft Internet Explorer®. To open Internet Explorer:

  - a Click the **Start** button.
  - b Click **All Programs**, and then click **Internet Explorer**.

---

**NOTE:** If you have issues connecting to the Internet, see “Internet access” on page 37.

---

### Using wireless security features

When you set up a home WLAN or access an existing public WLAN, always enable security features to protect the network from unauthorized access. The most common security levels are Wi-Fi Protected Access Personal (WPA-Personal) and Wired Equivalent Privacy (WEP).

When setting up a network, use one or more of the following security measures:

- Enable WPA-Personal or WEP security encryption on the router.
- Change the default network name (SSID) and password.
- Set up a firewall.
- Set security on your Web browser.

# Adjusting the Speaker Volume

There are several ways to adjust volume. Use the Volume icon on the Windows 7 taskbar to set speaker volume. Then, you can adjust the volume by using:

- The Volume knob or buttons on the keyboard (select models only).
- The Volume knob on the speakers (select models only).

To set speaker volume, use the Volume icon on the taskbar:

- 1 Right-click the **Volume** icon on the taskbar, and then click **Open Volume Mixer**.

The Volume Mixer settings window opens.

- 2 Adjust the volume by clicking the slider bar and moving it.
- 3 When you are satisfied with the sound level, close the window by clicking the **X** in the upper-right corner.

For help with audio, check the troubleshooting items in “Audio and speakers” on page 36. For more information, open the Help and Support Center or refer to the Support Web site; see “Getting More Information” on page 25.



# Selecting the Microphone

The microphone connector on your computer is ready to use. If you have more than one microphone connected, select the microphone that you would like to use in Windows 7.

---

**NOTE:** When you have a webcam or an audio player connected to the computer, because of the audio input from the device, Windows 7 may recognize each as a microphone input.

---

To select the microphone that you would like to use in Windows 7:

- 1 Right-click the **Volume** icon on the taskbar, and then click **Recording Devices**. The Sound window opens.
- 2 Select the Microphone that you want to use, click **Set Default**, and then click **Apply**.
- 3 Click **OK**.



# Adjusting microphone recording level in Windows 7

To adjust the recording level of the microphone:

- 1 Right-click the **Volume** icon on the taskbar, and then click **Recording Devices**. The Sound window opens.
- 2 Double-click the microphone connector that you want to use.
- 3 Click the **Levels** tab.
- 4 Adjust the recording level for the microphone by clicking the slider bar and moving it.
- 5 Click **OK**, and then click **OK** again.



# Protecting Your Computer

Protect your computer, personal settings, and data from a variety of risks by using:

- Passwords.
- Antivirus software.
- Firewall software.
- Critical security updates.

---

**NOTE:** Security solutions are designed to act as deterrents, but they may not be able to prevent software attacks or to prevent the computer from being mishandled or stolen.

---

Computer risk	Computer feature
Unauthorized use of the computer or user account	User password
Computer viruses	Antivirus program
Unauthorized access to data	Firewall program Windows 7 updates
Unauthorized access to Setup Utility, BIOS settings, and other system identification information	Administrator password
Ongoing or future threats to the computer	Windows 7 critical security updates from Microsoft

---

## Using passwords

A *password* is a group of characters that you choose to secure the computer information. Several types of passwords can be set, depending on how you want to control access to your information. Passwords can be set in the Windows 7 operating system on the computer.



**CAUTION: To avoid being locked out of the computer, record each password you set. Because passwords are not displayed as they are set, changed, or deleted, it is essential to record each password immediately and store it in a secure place. Do not store passwords in a file on the computer.**

---

You can use the same password for more than one Windows 7 security feature. A password set in Windows 7 must be entered at a Windows 7 prompt.

For information on Windows 7 passwords: Click the **Start** button, click **Help and Support**, and then type *passwords* into the Search Help box and press Enter. See “Using the Help and Support Center” on page 25.

## Using antivirus software

When you use the computer for e-mail, network, or Internet access, you expose it to computer viruses. Computer viruses can disable or damage the operating system, software programs, or computer utilities.

Antivirus software can detect most viruses, remove them, and, in most cases, repair any damage that they have caused. To provide ongoing protection against newly discovered viruses, you must keep the antivirus software up to date.

The antivirus program, which is preinstalled on the computer, includes antivirus and firewall components. The software includes a free trial subscription of protection updates. To protect the computer against new viruses beyond the trial period, purchase an extended update service. Instructions for using and updating the antivirus software, and for purchasing extended update service, are provided within the program.

For more information about computer viruses: Click the **Start** button, click **Help and Support**, and then type *viruses* into the Search Help box and press Enter. See “Using the Help and Support Center” on page 25.

## Using firewall software

When you use the computer for e-mail, network, or Internet access, unauthorized persons may be able to gain access to information about you, your computer, and your data. To protect your privacy, use firewall software:

- Windows 7 includes firewall software preinstalled on the computer.
- The antivirus program, which is preinstalled on the computer, includes a firewall program.

Firewall features include logging, reporting, and automatic alarms to monitor all incoming and outgoing communications.

Under some circumstances, a firewall can block access to Internet games, interfere with printer or file sharing on a network, or block authorized e-mail attachments. To solve the problem temporarily, disable the firewall, perform the task that you want to perform, and then enable the firewall again. To resolve the problem permanently, reconfigure the firewall.

## Configuring the Computer for Automatic Microsoft Software Updates

Microsoft continually updates the Windows 7 operating system. Run Windows 7 Update monthly to install these updates, or keep the operating system up to date by using the Automatic Updates feature.

When you are connected to the Internet, Windows 7 Update automatically notifies you (through a pop-up message or icon in the notification area) when critical updates are available. When you see the Windows 7 Update message, allow the updates to download to your system. If you update the system weekly, or even monthly, the time required for download is minimal.

## Installing critical security updates

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**CAUTION:** To reduce the risk of information damage or loss from security breaches and computer viruses, install all critical updates from Microsoft as soon as you receive an alert.

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Additional updates to the operating system and other software may have become available after the computer was shipped. Download all available updates and install them onto the computer.

## Setting Up User Accounts

When you share a computer with several people, you can set up a user account for each computer user. Windows 7 uses the information in the user account to determine what files and folders the computer user can access, when they can make changes to the computer, and their personal preferences. Each person can access only their own files and settings.

For more information, click the **Start** button, click **Help and Support**, and then type *User Accounts* into the Search Help box and press Enter. See “Using the Help and Support Center” on page 25.

## Guidelines for Installing Software and Hardware Devices

After you set up the computer and complete the initial setup, you may want to install additional software programs or hardware devices. Keep in mind the following important guidelines:

- Before installation, make a restore point by using the Microsoft System Restore program. The *restore point* is a snapshot of the computer settings. By using System Restore, you ensure that you have a stable set of settings to use.
- Choose software that is compatible with the computer; check the operating system, memory, and other requirements listed for the new software.
- Install the new software according to the directions provided by the software manufacturer. If you need help, check the manufacturer documentation or customer service information.
- For antivirus software, uninstall the existing software program before reinstalling it or installing a new antivirus program.

---

**NOTE:** Use only licensed original software. Installing copied software may be illegal, or may result in an unstable installation, or it may infect the computer with a virus.

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# Transferring Files and Settings from an Old Computer to Your New Computer

You can copy files from the old computer to your new computer by using CDs or DVDs, memory sticks, or personal media drives, or by using the Windows Easy Transfer cable. To transfer files and copy certain settings, such as Web browser Favorites and address books, use Windows Easy Transfer software, which is included with Windows 7.

Windows Easy Transfer software guides you to copy files and settings to a storage device or, using an Easy Transfer Cable, to the new computer. The Easy Transfer Cable is a USB cable designed specifically to connect two computers and to work with the Windows Easy Transfer software. (The cable is sold separately.) A standard USB cable does not work.

To transfer your files and settings:

- 1 Click the **Start** button.
- 2 Type *Windows Easy Transfer* into the Start Search box, and then click **Windows Easy Transfer**.
- 3 Follow the onscreen instructions in the Windows Easy Transfer Wizard to transfer your files from an old computer to your new one.

For more information, click the **Start** button, click **Help and Support**, and then type *moving files* into the Search Help box and press Enter. See "Using the Help and Support Center" on page 25.

# Special Features of Your Computer

## Using the Memory Card Reader

(Select models only)

Your computer may come with a multi-format memory card reader (optional, select models only). Digital cameras and other digital imaging devices use memory cards, or *media*, to store digital picture files. The memory card reader can read from and write to a variety of types of memory cards and the IBM Microdrive disk drive.

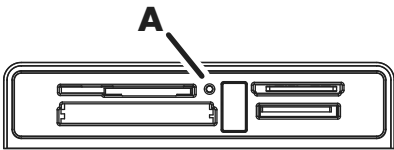
- The card reader is accessible directly on the front of the computer. It has two or four horizontal card slots which accept the media.
- You can place media in one or more of the card slots and use each media independently. Place only one piece of media in a slot at one time.
- Each card slot has its own drive letter and icon. When you insert media, the display label may change to the title of the media, if a title is available.
- When you insert media, the Safely Remove Hardware window may appear. If it opens, or if you open the Safely Remove Hardware window by mistake, click **Close**.



**CAUTION: Do not click *Stop* in the Safely Remove Hardware window with the USB Mass Storage Device selected. Doing so removes the operating system recognition of the memory card reader from your computer, and you must restart the computer to see the memory card reader again.**

---

### Memory card reader



The activity light (**A**) blinks to indicate that the computer is accessing the memory card to read or write.

To use the memory card reader:

- 1 Insert the media into the card slot until it stops.

The activity light (**A**) on the memory card reader lights, and the computer automatically detects the media.

---

**NOTE:** You must insert media correctly. Note the direction of the notched corner on the media. For more information, open the Help and Support Center or refer to the Support Web site; see “Getting More Information” on page 25.

Also:

- CompactFlash and Microdrive media are keyed and cannot be inserted incorrectly. Insert the receptacle edge (holes) of this media into the slot.
  - Some memory cards, such as CF Ultra/III, are not compatible with the memory card reader that came with your computer.
  - Do not use SM and xD media in the memory card reader at the same time. The reader recognizes only the first one that is inserted.
- 

- 2 Select a program to access your files. You can copy files from or to the media.

Or

If the AutoPlay window does not open, click the **Start** button, click **Computer**, and then double-click the **Memory Card** icon to display the files on the media. You can copy files from or to the media.

- 3 When you are finished, right-click the drive icon, click **Eject**, check that the memory card reader activity light is on or off, but not blinking, and then remove the media.
- 



**CAUTION: Do not try to remove media when the activity light is blinking. Doing so may cause loss of data.**

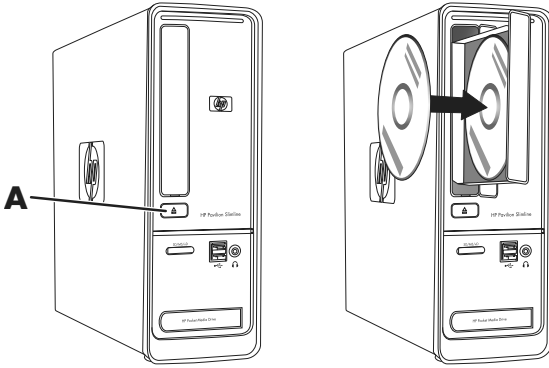
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# Using a Vertical CD/DVD Drive

(Select models only)

Your computer may have an optical disc drive that is installed in a vertical position. Press the Eject button on or near the drive door (**A**) to eject the CD/DVD tray. Place a standard-sized disc in the tray with the label facing out, and then press the front of the tray to close it.



# Using LightScribe Technology

(Select models only)

## What is LightScribe?

LightScribe is an innovative technology that uses a special disc drive, special media (LightScribe-writable CDs or DVDs), and label-making software to burn labels directly onto the disc. A LightScribe-enabled CD or DVD drive uses the optical laser in the drive to burn a label onto a thin dye coating on the label side of the disc. There is no ink to smear or paper to curl, and there are no adhesives to loosen.

## LightScribe requirements

Burning a label with LightScribe requires three things:

- A LightScribe-enabled optical disc drive (select models only), identified by the LightScribe logo
- Labeling software that supports LightScribe
- A writable LightScribe disc (sold separately)



## Making a LightScribe label by using CyberLink LabelPrint

You may burn data, music, and videos to the disc before or after labeling it.

For more information about making a LightScribe label:

- 1 Click the **Start** button, and then click **Help and Support**.
- 2 Type *Lightscribe* in the Search Help box, and then press Enter.

# Using the Remote Control

(Select models only)

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**NOTE:** Only use alkaline batteries in the remote control.

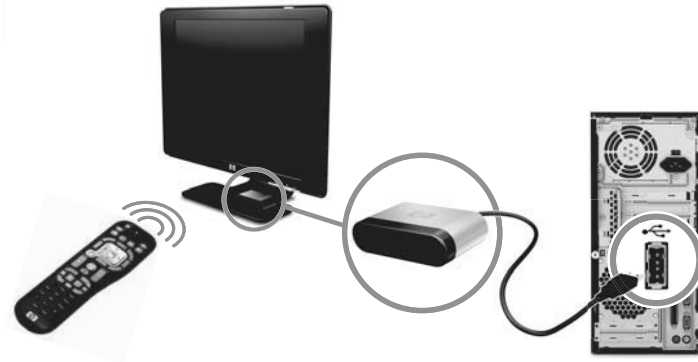
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With your remote control, you can open Windows Media Center to view television broadcasts, to record and play TV programs, and to play music, movies, or video.

To open Windows Media Center, point the remote control at the remote control sensor on the top front of the computer, and press the Windows Media Center Start button on the remote control.



Or



To use the remote control, point it in a direct line of sight at the remote sensor. The remote control and the sensor can be no farther than 8 meters (26 feet) apart. The remote control can be no more than 22.5 degrees (45 degrees total) from the center of the remote sensor.

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**NOTE:** Bright, direct light aimed toward the sensor might interfere with the remote control operation.

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# Getting More Information

## Using the Help and Support Center

(Select models only)

Information about your computer is in the Help and Support Center. Here, you can find links to driver updates, access to technical support options, and information about commonly asked questions.

To open the Help and Support Center:


- Press the Help button (select models only) on your keyboard.

Or

- Click the **Start** button, and then click **Help and Support**.

## Accessing Support on the Web

You can find information for your computer by using the Internet to access the Support Web site address listed in the *Limited Warranty and Support Guide*, or use the following steps:

- 1 Go to **<http://www.hp.com/support>** in your Web browser.
- 2 Select your country/region and language.
- 3 Click **Support and Drivers**.
- 4 Enter the model number of your computer, and then click **Search** . Click an item to view it.

## Finding Guides on the Web

You can find guides for your computer by using the Internet to access the Support Web site:

- 1 Go to the Support Web site and search for your model number using the previous procedure.
- 2 Click **Manuals**.
- 3 Locate the manual you want, and then do one of the following:
  - Click the title to display the file in Adobe® Acrobat® Reader (which you can download from the Manuals page if it is not currently installed on your computer).

Or

- Right-click the title, click **Save Target As**, specify a location on the computer where you want to save the file, rename the file (retaining the .pdf extension), and then click **Save**.

# Finding Onscreen Guides

(Select models only)

You can find onscreen guides for your computer in the User Guides folder.

- 1 Click the **Start** button.
- 2 Click **All Programs**.
- 3 Click **User Guides**.  
Click an item to view or use it.

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**NOTE:** If there are no guide titles listed in the folder, your computer has no onscreen guides.

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## Using the PC Help & Tools Folder

The PC Help & Tools folder contains special utilities for computer owners, such as support information and programs.

To see the items in the PC Help & Tools folder:

- 1 Click the **Start** button.
- 2 Click **All Programs**.
- 3 Click **PC Help & Tools**.

## Using HP Advisor Software

(Select models only)

HP Advisor is a desktop tool you use to monitor and access system health information about key areas of your computer. HP Advisor has four major areas:

- **PC Dock** — Access HP and Partner software directly on your desktop and customize your dock by dragging and dropping items.
- **PC Dashboard** — Check your computer status at a glance with the PC Dashboard. Access all the items you need to run your computer from HP and Partners.
- **PC Discovery** — Explore HP and Partner software and online services that are installed on your computer, and find offers for exciting new software and services.

To open the HP Advisor Dock, click the **HP** logo on the taskbar.

# Using the Computer with Safety and Comfort



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**WARNING:** To reduce the risk of serious injury, read the *Safety & Comfort Guide*. It describes proper workstation setup, posture, and health and work habits for computer users. It also provides important electrical and mechanical safety information.

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Before you begin using the computer, arrange the computer and your work area to maintain your comfort and productivity. Refer to the *Safety & Comfort Guide* for important ergonomic information:

- Click the **Start** button, click **All Programs**, click **User Guides**, and then click **Safety & Comfort Guide**.

Or

- Type  
*<http://www.hp.com/ergo>*  
into the Web browser address box, and then press Enter on the keyboard.



# Troubleshooting and Maintenance

This section contains:

- Troubleshooting tables in “Troubleshooting Computer Problems” below.
- Software repair information in “Software Troubleshooting” on page 45.
- Maintenance information and guidelines in “Maintenance” on page 48.

For more information, refer to the Help and Support Center or access the Support Web site; see “Getting More Information” on page 25.

Refer to the documentation provided by the product manufacturer for information about peripheral-specific problems, such as issues with a monitor or a printer.

## Troubleshooting Computer Problems

The following tables present some symptoms of issues you may encounter while installing, starting up, or using your computer. The tables also provide possible solutions you can try.

The troubleshooting tables appear in the following order:

- “Computer does not start” on page 30
- “Power” on page 31
- “Display (monitor)” on page 31
- “Keyboard and mouse (with cable)” on page 32
- “Wireless keyboard and mouse” on page 33
- “Audio and speakers” on page 36
- “Internet access” on page 37
- “CD and DVD drives” on page 38
- “Video” on page 40
- “Hardware installation” on page 41
- “Performance” on page 42
- “Wireless devices” on page 43
- “Remote control” on page 44
- “Memory card reader” on page 44

## Computer does not start

Symptom	Possible solution
Computer will not turn on or start.	<p>Ensure that the 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> <hr/> <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 31.</p> <hr/> <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> <hr/> <p>Test the wall outlet by connecting a different electrical device to it.</p> <hr/>
Computer seems to be locked up and is not responding.	<p>Use the Windows Task Manager to close any programs not responding, or restart the computer:</p> <ol style="list-style-type: none"><li>1 Press the Ctrl, Alt, and Delete keys on the keyboard simultaneously.</li><li>2 Click <b>Start Task Manager</b>.</li><li>3 Select the program that is not responding, and then click <b>End Task</b>.</li></ol> <p>If closing programs does not work, restart the computer:</p> <ol style="list-style-type: none"><li>1 Press the Ctrl, Alt, and Delete keys on the keyboard simultaneously.</li><li>2 Click the <b>Arrow</b> button next to the red Shut Down button, and then click <b>Restart</b>.</li></ol> <p>Or</p> <ol style="list-style-type: none"><li>1 Press and hold the On button for 5 or more seconds to turn off the computer.</li><li>2 Press the On button to start the computer.</li></ol> <hr/>
Error message: <i>Hard disk drive error</i> .	Refer to the <i>Limited Warranty and Support Guide</i> to contact Support.



## Power

Symptom	Possible solution
Error message: <i>Invalid system disk</i> or <i>Non-System disk</i> or <i>Disk error</i> .	When drive activity stops, remove the disk and press the spacebar on the keyboard. The computer should start up.
Computer does not turn off when the On button is pressed.	Press and hold the On button until the computer turns off. Check Power Settings.
Computer shuts down automatically.	The computer may be in an exceedingly hot environment. Let it cool down. Ensure computer air vents are not blocked and internal fan is running. Note that your computer may not have an internal fan. See "Cleaning the computer vents" on page 50.

## Display (monitor)

Symptom	Possible solution (In addition to the information listed here, also refer to the documentation that came with your monitor.)
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: <ul style="list-style-type: none"><li>■ If any of the pins are bent, replace the monitor connector cable.</li><li>■ If no pins are bent, reconnect the monitor connector cable to the computer.</li></ul>
Images on the screen are too large or too small, or the images are fuzzy.	Adjust the monitor resolution setting in Windows 7: <ol style="list-style-type: none"><li>1 Click the <b>Start</b> button, and then click <b>Control Panel</b>.</li><li>2 Under Appearance and Personalization, click <b>Adjust Screen Resolution</b>.</li><li>3 Adjust resolution as necessary, and then click <b>Apply</b>.</li></ol>

## Keyboard and mouse (with cable)

Symptom	Possible solution
Keyboard commands and typing are not recognized by the computer.	Turn off the computer by using the mouse, unplug and reconnect the keyboard to the back of your computer, and then turn on your computer.
Mouse (with cable) does not work or is not detected.	Unplug and reconnect the mouse cable to your computer. If the mouse is still not detected, turn off the computer, unplug and reconnect the mouse cable, and then restart the computer.
Cursor does not respond to mouse movement.	Restart your computer by using the keyboard: <ol style="list-style-type: none"><li>1 Press the Alt and Tab keys on the keyboard simultaneously to navigate to an open program.</li><li>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—<i>not all</i>—programs).</li><li>3 Repeat step 1 and step 2 to save changes in all open programs.</li><li>4 After saving changes in all open programs, press the Ctrl and Esc keys on the keyboard simultaneously to display the Windows Start Menu.</li><li>5 Use the arrow keys to select the <b>Arrow</b> button next to Shut Down. Select <b>Shut Down</b>, and then press the Enter key on the keyboard.</li><li>6 After the shutdown is complete, unplug and reconnect the mouse connector to the back of your computer, and then turn on your computer.</li></ol>

## Keyboard and mouse (with cable) (continued)

Symptom	Possible solution
Cursor responds slowly, moves only vertically or horizontally, or does not track smoothly.	<p><b>For a mouse with a roller ball:</b></p> <ul style="list-style-type: none"><li>■ Clean the roller ball: Remove the roller ball 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.</li><li>■ Use a mouse pad or other rough surface under the mouse.</li></ul> <p><b>For an optical mouse:</b></p> <ul style="list-style-type: none"><li>■ Clean the optical mouse: Gently wipe the light sensor lens on the bottom of the mouse with a lint-free cloth (not paper).</li><li>■ Use a mouse pad, white sheet of paper, or other less reflective surface under the mouse.</li></ul> <p>For detailed cleaning instructions, go to: <b><a href="http://www.hp.com/support">http://www.hp.com/support</a></b></p> <p>Select your country/region and language, search on your computer model number, and then search on the keyword <i>cleaning</i>.</p>
I cannot move the cursor using the arrow keys on the number key pad.	Press the Num Lock key on the keyboard to turn off the Num Lock light. The Num Lock light should not be on if you want to use the arrow keys on the number key pad.

## Wireless keyboard and mouse

Symptom	Possible solution
Wireless keyboard or mouse does not work or is not detected.	<p><b>Check for these problems:</b></p> <ul style="list-style-type: none"><li>■ Ensure you are using the wireless keyboard or wireless mouse within range of the receiver, approximately 10 meters (32 feet) for normal use, and within 30 cm (12 inches) during initial setup or for resynchronization.</li><li>■ Replace the batteries in the keyboard and mouse: Turn the devices over, turn the mouse off, take off the battery cover, remove the old batteries, insert new alkaline batteries, replace the battery cover, and then turn on the mouse.</li></ul> <p><b>NOTE:</b> Do not use rechargeable batteries.</p> <ul style="list-style-type: none"><li>■ Ensure the mouse is not in Suspend mode, which occurs after 20 minutes of inactivity. Click the left mouse button to reactivate it.</li></ul>

## Wireless keyboard and mouse (continued)

### Symptom

Wireless keyboard or mouse does not work or is not detected.  
(continued)

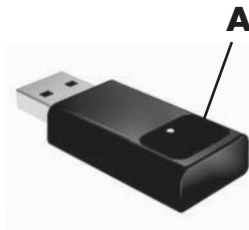
### Possible solution

#### **Resynchronize the keyboard and mouse to the receiver:**

The receiver, wireless keyboard, and wireless mouse shown in the illustrations are examples; your models may vary.

**IMPORTANT:** During these steps, place the wireless keyboard and wireless mouse on the same level as the receiver, within 30 cm (12 inches) of the receiver, and away from interference from other devices.

- 1** Unplug the receiver from a USB connector on the computer, and then reconnect it. Your computer model may have a connector dedicated to the receiver. If you have a choice, use a USB connector on the front of the computer.
- 2** The receiver may have an LED light or a Connect button, which is also an LED light. Skip this step if your receiver has no Connect button **(A)**.



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

## Wireless keyboard and mouse (continued)

### Symptom

Wireless keyboard or mouse does not work or is not detected.  
(continued)

### Possible solution

- 3 Check that the mouse is on **(B)**, and push and hold the Connect button **(C)** on the underside of the mouse for 5 to 10 seconds until the LED **(A)** on the receiver lights or 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 on the screen.

- 4 After the mouse connection is established, continue with the steps that follow to repeat the procedure for the keyboard.
- 5 Skip this step if your receiver model has no Connect button **(A)**.  
Push the Connect button on the receiver **(A)**, and hold it for 5 to 10 seconds until the light starts to flash.
- 6 Push and hold the Connect button **(D)** on the underside of the keyboard for 5 to 10 seconds until the LED **(A)** on the receiver lights or stops flashing.



# Audio and speakers

## Symptom

## Possible solution

No sound is produced.

If you use an HDMI connector on the graphics card (select models only) to connect your display (monitor) to the computer, you should also connect analog speakers to the computer Audio Line Out connector if you want to hear sound during the initial setup of the computer.

Refer to the setup poster to connect analog speakers.

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

Or

- 1 Right-click the **Volume** icon on the taskbar, and then click **Open Volume Mixer**.



The Volume Mixer settings window opens.

- 2 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) and ensure audio is enabled and volume is set appropriately.

To increase the volume, click the **Volume** icon on the task bar, or use the keyboard controls. Check the volume setting in your software program.

Ensure that you connected powered (active) speakers and that they are turned on.

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

To resume from Sleep mode, press the Sleep button (select models only), or press the Esc key on the keyboard.

Unplug headphones if they are connected to your computer (or speaker system).

Volume is very low or unsatisfactory.

Ensure that you connected the speakers to the Audio Out (lime green) connector on the back of the computer. (Additional audio connectors are used for multiple-channel speakers.) Detached non-powered speakers (speakers without a separate power source, such as batteries or a power cord) do not produce satisfactory sound. Replace the non-powered speakers with powered speakers.

## Internet access

### Symptom

I cannot connect to the Internet.

### Possible solution

Contact your ISP for assistance.

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

For more information about connecting to the Internet, open the Help and Support Center; see "Using the Help and Support Center" on page 25.

Run the wireless setup wizard:

- 1 Click the **Start** button, and then click **Control Panel**.
- 2 Click **Network and Internet**, and then 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.

Use Device Manager to verify that the integrated WLAN device is installed on the computer correctly:

- 1 Click the **Start** button.
- 2 Type *Device Manager* into the Start Search box, and then click **Device Manager**.
- 3 Click **Network adapters**. Your WLAN device should be listed here. The WLAN device may include the term *wireless*, *wireless LAN*, or *802.11*.
- 4 Click the **Start** button.
- 5 Type *Network and Sharing Center* into the Start Search box, and then click **Network and Sharing Center** to open the Network and Sharing Center window.
- 6 Click **Connect to a network**, and then follow the onscreen instructions.

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

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

## Internet access (continued)

### Symptom

### Possible solution

Internet programs do not start automatically.

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

---

## CD and DVD drives

### Symptom

### Possible solution

The CD or DVD drive cannot read a disc, or it takes too long to start.

Ensure the disc is inserted with the label facing out and centered in the tray.

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 45.

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:

- 1 Click the **Start** button, and then click **Computer**.
- 2 Right-click the CD or DVD drive you want to open.
- 3 Select **Eject** from the menu.

My minidisc CD is falling down inside the computer.

Vertical and slot-loading disc players cannot play non-standard discs.

For a CD/DVD drive with a tray that is installed in a vertical position, standard-sized discs fit into the drive tray vertically, with the label facing out. To use a minidisc with a vertical drive tray, you must first place the computer on its right side (select models only) before you insert the minidisc:

- 1 Face the front of the computer and lay the computer down on its right side.
  - 2 Press the Eject button to open the CD/DVD tray.
  - 3 Place the minidisc into the recess inside the tray, and then press the front of the tray to close it.
-



## CD and DVD drives (continued)

### Symptom

### Possible solution

I cannot create (record) a disc.

Ensure the disc is inserted with the label facing out 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.

Select a slower write speed for the recording drive, if a slower speed is available.

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.

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 **Start** button, and then click **Computer**. Right-click the hard disk drive, and then click **Properties** to view the available space.

## CD and DVD drives (continued)

Symptom	Possible solution
I cannot create (record) a disc. (continued)	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. <hr/> Close all programs and windows, and then restart your computer.
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.

## Video

Symptom	Possible solution
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.
Codec error messages appear when I try to play certain video files.	Open the file in Windows Media Player. Ensure Windows Media Player is configured to automatically download codecs. <ul style="list-style-type: none"><li>■ If the correct codec is available, the file will play. Note that you must be connected to the Internet to download the codec file.</li><li>■ If the correct codec is not available, check to see whether there is an update available for Windows Media Player.</li></ul> For more information, open Windows Media Player Help and search for <i>codec</i> .
Error message: <i>Files Needed To Display Video Are Missing or Corrupt.</i>	<ol style="list-style-type: none"><li>1 Click the <b>Start</b> button.</li><li>2 Type <i>Device Manager</i> into the Start Search box, and then click <b>Device Manager</b> to open the Device Manager window.</li><li>3 Click the plus sign (+) next to Sound, video and game controllers.</li><li>4 Right-click <b>TV tuner</b> (select models only), and then click <b>Update Driver Software</b>.</li><li>5 Select <b>Search automatically for updated driver software</b>.</li><li>6 Follow the instructions to update the driver.</li><li>7 If you are prompted, restart the computer.</li></ol>

## Hardware installation

Symptom	Possible solution
<p>A new device is not recognized as part of the system.</p>	<p>Install the device driver from the CD provided with the device, or download and install the driver from the device manufacturer Web site.</p> <p>You may need an updated driver for Windows 7. Contact the device vendor directly for an update.</p> <p>For Hewlett-Packard peripheral devices, visit the HP Web site at <b><a href="http://www.hp.com/support">http://www.hp.com/support</a></b></p> <hr/> <p>Ensure that all cables are properly and securely connected and that the pins in the cable or connector are not bent.</p> <hr/> <p>Turn off the computer, turn on the external device, and then turn on the computer to integrate the device with the computer.</p> <hr/> <p>Restart the computer, and follow the instructions for accepting the changes.</p> <hr/> <p>Disable the automatic settings in the operating system for the new device, and choose a basic configuration that does not cause a resource conflict.</p> <p>You can also reconfigure or disable devices to resolve the resource conflict.</p>
<p>A new device does not work.</p>	<p>To install or uninstall a device driver, you must be logged in with administrative privileges. If you need to switch users, click the <b>Start</b> button, click the <b>Arrow</b> button next to Shut Down, and then click <b>Switch User</b>. Choose a user with administrative privileges.</p>

## Hardware installation (continued)

Symptom	Possible solution
A device does not work after installing a new device.	<p>To resolve a device conflict, you may need to disable one of the devices or uninstall an old device driver:</p> <ol style="list-style-type: none"><li>1 Click the <b>Start</b> button.</li><li>2 Type <i>Device Manager</i> into the Start Search box, and then click <b>Device Manager</b> to open the Device Manager window.</li><li>3 Click the plus sign (+) next to the problem device and check for an exclamation point 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.</li><li>4 If you have removed a hardware device, but the device driver is still 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 <b>Uninstall</b>, and then click <b>OK</b>.</li><li>5 Right-click the name of the device, and then select <b>Properties</b>.</li><li>6 Click the <b>General</b> tab to see whether your device is enabled and working properly. If it is available, click the <b>Troubleshoot</b> button, and follow the onscreen instructions in the device troubleshooter wizard.</li><li>7 Restart the computer. Click the <b>Start</b> button, click the <b>Arrow</b> button next to Shut Down, and then click <b>Restart</b>.</li></ol>

---

## Performance

Symptom	Possible solution
Computer displays a processor speed that is lower than expected.	This happens when the processor is automatically running in a lower power state, because the applications running do not require the maximum processing power.
Software programs and files take longer than expected to open or respond.	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.

---

## 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 **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.

---

## Remote control

Symptom	Possible solution
Remote sensor is not receiving a signal from the remote control.	<ul style="list-style-type: none"><li>■ Be sure to point the remote control at the sensor.</li><li>■ Be sure the remote control has fresh batteries.</li><li>■ For an external sensor with a USB connector, try enabling the IR connection by following these steps:<ol style="list-style-type: none"><li>1 Click the <b>Start</b> button.</li><li>2 Type <i>Device Manager</i> into the Start Search box, and then click <b>Device Manager</b> to open the Device Manager window.</li><li>3 Click the plus sign (+) next to Universal Serial Bus controllers.</li><li>4 If eHome Infrared Receiver is listed under Universal Serial Bus Controllers, Windows 7 is properly detecting the IR receiver. If it is not listed, go to the next step.</li><li>5 Unplug the end of the USB cable on the remote sensor from the computer, and then plug it back into the same USB connector.</li><li>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.</li></ol></li></ul>

---

## Memory card reader

Symptom	Possible solution
Memory card reader cannot read the memory card.	<p>Do not insert or remove memory cards when the in-use (activity) light is flashing. Doing so may cause data loss or permanent damage to the card reader.</p> <hr/> <p>Some memory cards have a Read/Write or a Security switch. Ensure the switch is set to Write Enabled before you attempt to write data to the card.</p> <hr/> <p>Ensure the amount of stored data does not exceed the storage limit of the memory card.</p>

---

## Memory card reader (continued)

Symptom	Possible solution
Memory card reader cannot read the memory card. (continued)	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, such as SDHC (Secure Digital High-Capacity) memory cards. <hr/> Ensure the memory card is fully inserted into the correct slot. <hr/> 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.

## Software Troubleshooting

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.

### Software repair overview

The most efficient way to repair software problems is simply to restart the computer or turn the computer off completely and then power it back up again. If this does not work, then explore the following methods for fixing your computer if you are experiencing software problems:

- Updating drivers (see the following section, “Updating drivers”).
- Microsoft System Restore (see “Microsoft System Restore” on page 46) — Restores your computer configuration to a configuration that was in use before the current software problem existed.
- Software program and hardware driver reinstallation (See “Software program and hardware driver reinstallation” on page 47) — Allows reinstallation of the factory-installed software or hardware driver by using the Recovery Manager program.
- System recovery (see “System Recovery” on page 50) — Erases and reformats the hard disk drive, deleting all data files you have created, and then reinstalls the operating system, programs, and drivers.

### 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 **Start** button.
- 2 Type *Device Manager* into the Start Search box, and then click **Device Manager** to open the Device Manager window.
- 3 Click the plus sign (+) to expand the type of device 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 then follow the onscreen instructions.  
Or  
To revert to an earlier version of a driver, click **Rollback Driver**, and then follow the onscreen instructions.

## Microsoft System Restore

Microsoft Windows 7 includes a feature that enables you to restore your computer configuration to a configuration that was in use before the current software problem existed. 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 **Start** button, right-click **Computer**, and then click **Properties**.
- 3 Choose **System protection**, **System Restore**, and then click **Next**.
- 4 Follow the onscreen instructions.

To manually add restore points:

- 1 Close all open programs.
- 2 Click the **Start** button, right-click **Computer**, and then click **Properties**.
- 3 Click **System protection**.
- 4 Under Protection Settings, select the disk for which you want to create a restore point.
- 5 Click **Create**.
- 6 Follow the onscreen instructions.



For more information about software restore points:

- 1 Click the **Start** button, and then click **Help and Support**.
- 2 Type *system restore* in the Search Help box, and then press Enter.

## 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 **Start** button, **All Programs, Recovery Manager**, and then click **Recovery Manager**. If prompted, click **Yes** to allow the program to continue.
- 2 Under I need help immediately, click **Software Program Reinstallation**.
- 3 Click **Next** at the Welcome screen.

A list of programs opens. Check whether your program is there.

To uninstall a program:

- 1 Close all software programs and folders.
- 2 Uninstall the damaged program:
  - a Click the **Start** button, and then click **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 reinstall a program using the Recovery Manager:

- 1 Click the **Start** button, click **All Programs**, click **Recovery Manager**, and then click **Recovery Manager**.
- 2 Click **Software Program Reinstallation**.
- 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.

---

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

---

# Maintenance

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.

## Maintenance tasks

It is important that you perform simple maintenance of your computer to ensure that it works at peak performance.

### Weekly

Software Cleanup	Using Disk Cleanup or safe third-party cleaning tools removes junk files and temporary files that accumulate and slow down your system. Also, check for programs you no longer need and uninstall them.
Defragmentation	Running Disk Defragmenter keeps your hard disk in good condition, as well as improves system performance. Frequently performing this task does not harm your system.
Virus Scan	Performing a full virus scan every week can catch anything that may have slipped through unnoticed. Most antivirus products have a scheduling feature to keep track of this automatically.

### Monthly

Hardware Cleanup	Thoroughly clean the inside and outside of your computer.
Software Updates	Using Windows Updates can fix operating system bugs and improve performance. Also, be sure to check for driver updates for your hardware and new versions of your favorite programs.
Hard Disk Diagnostic	Sometimes a failing hard disk can be caught beforehand, saving you a lot of surprises in the future.

### Yearly

System Recovery	In time, your system may still get bogged down, depending on the usage of the computer. Use System Recovery to wipe your Windows operating system installation clean, restoring it to the original configuration when you first powered up your system. Remember to make a backup first! Before proceeding with a recovery, see "System Recovery" on page 50 for further details.
-----------------	---

## Creating data backup discs

Use CD or DVD recording (or *burning*) software that is installed on your computer 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.

When writing data to a backup disc, use software that includes *write verification* functionality. This feature compares the data on your hard disk drive with the data copied to the disc to ensure it is an exact copy. Depending on 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 **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. Refer to “Creating recovery discs” on page 51 for details.

## Keeping the Computer Free of Dust, Dirt, and Heat

Keeping your computer system free of dust, dirt, and heat 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 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 clean.

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 antistatic screen cleaner and a clean cloth.

## Cleaning the computer vents

Air vents keep the computer and monitor cool. To maintain efficient air flow, keep these vents clean by using a small battery-powered vacuum cleaner. (A battery-powered 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 connectors (for example, the Ethernet and USB connectors).

## 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 roller ball 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.

## System Recovery

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.

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 “System recovery from the Windows 7 Start Menu” on page 52.

---

**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 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.

### Choosing recovery discs

To create recovery discs, your computer must have a DVD writer.

- Use DVD+R or DVD-R blank media to create your system recovery discs.
- You cannot use CDs or DVD+RW, DVD-RW, DVD+RW DL, DVD-RW DL, DVD+R DL, or DVD-R DL discs to create recovery discs.

Use high-quality discs to create your set of recovery discs. The verification standard for the recovery disc creation process is very high. 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 (typically 1–3 DVD discs). The Recovery Disc Creator program tells you the specific number of blank discs needed to make the set.

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 **Start** button, click **All Programs**, click **Recovery Manager**, and then click **Recovery Disc Creation**. If prompted, click **Yes** to allow the program to continue.
- 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.

## System recovery options

You should attempt a system recovery in the following order:

- 1 Through the hard disk drive, from the Windows 7 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.

## System recovery from the Windows 7 Start Menu

If the computer is working, and Windows 7 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.

---

- 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 **Start** button, click **All Programs**, click **Recovery Manager**, and then click **Recovery Manager**. If prompted, click **Yes** to allow the program to continue.
- 5 Under I need help immediately, click **System Recovery**.
- 6 Select **Yes**, and then click **Next**.  
Your computer restarts.

---

**NOTE:** If your system does not detect a recovery partition, it will prompt you to insert a recovery disc. Insert the disc and proceed to Step 7 in the section "Starting system recovery from user-created recovery discs" on page 53.

---

- 7 Under I need help immediately, click **System Recovery**.
- 8 If you are prompted to back up your files, and you have not done so, select **Back up your files first (recommended)**, and then click **Next**. Otherwise, select **Recover without backing up your files**, and then click **Next**.  
System recovery begins. After system recovery is complete, click **Finish** to restart the computer.
- 9 Complete the registration process, and wait until you see the desktop.
- 10 Turn off the computer, reconnect all peripheral devices, and turn the computer back on.
- 11 Perform the procedure "Performing the Post-Recovery Procedure" on page 54.

## System recovery at system startup

If Windows 7 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.

---

- 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.
- 3 Press the On button to turn on the computer.

- 4 As soon as you see the initial company logo screen appear, repeatedly press the F11 key on your keyboard until the *Windows is Loading Files...* message appears on the screen.
- 5 Under I need help immediately, click **System Recovery**.
- 6 If you are prompted to back up your files, and you have not done so, select **Back up your files first (recommended)**, and then click **Next**. Otherwise, select **Recover without backing up your files**, and then click **Next**.  
System recovery begins. After system recovery is complete, click **Finish** to restart the computer.
- 7 Complete the registration process, and wait until you see the desktop.
- 8 Turn off the computer, reconnect all peripheral devices, and turn the computer back on.
- 9 Perform the procedure "Performing the Post-Recovery Procedure" on page 54.

### Starting system recovery from user-created recovery discs

This section contains the procedure for performing a system recovery from the recovery discs you created as described in "Creating recovery discs" on page 51.

---

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

---

To perform a system recovery using recovery discs:

- 1 If the computer is working, create a backup DVD containing all the data files you want to save. When you are done, remove the backup disc from the drive tray.



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

---

- 2 Insert recovery disc #1 into the DVD drive tray, and close the tray.
- 3 If the computer works, click the **Start** button, click the **Arrow** button next to Shut Down, 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.  
If you are prompted to choose between running System Recovery from disc or from hard drive, select **Run program from disc**, and then click **Next**.
- 6 Under I need help immediately, click **Factory Reset**.
- 7 If you are prompted to back up your files, and you have not done so, select **Back up your files first (recommended)**, and then click **Next**. Otherwise, select **Recover without backing up your files**, and then click **Next**.
- 8 If you are prompted to insert the next recovery disc, do so.

- 9 When the Recovery Manager is finished, remove all recovery discs from the system.
- 10 Click **Finish** to restart the computer.
- 11 After restarting the computer, see “Preparing to Use Your Computer” on page 13.

## Performing the Post-Recovery Procedure

- 1 At the Welcome to Microsoft Windows screen, follow the onscreen setup instructions.
- 2 Follow the instructions in “Preparing to Use Your Computer” on page 13.

## Additional Troubleshooting

For additional troubleshooting solutions, refer to the following:

### ■ HP Support Assistant

HP Support Assistant helps you maintain your PC performance and resolve problems faster with automated updates, onboard diagnostics, and guided assistance.

To open HP Support Assistant, click the **Start** button, **All Programs**, **HP**, and then click **HP Support Assistant**.

### ■ Windows 7 Troubleshooting Tools

Windows 7 provides troubleshooting tools that can automatically troubleshoot and fix common computer problems. To access the Windows 7 Troubleshooting Tools:

- 1 Click the **Start** button, and then click **Control Panel**.
- 2 Click **System and Security**.
- 3 Under Action Center, click **Find and fix problems (troubleshooting)**.



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