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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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# Finding HP TouchSmart PC Information

Type of information	Where to find
<ul style="list-style-type: none"><li>■ Set up your HP TouchSmart PC.</li></ul>	 Setup poster
<ul style="list-style-type: none"><li>■ How-to videos about using HP TouchSmart features.</li></ul>	 On the HP TouchSmart home page, tap the <b>Tutorials</b> tile to open it, and then tap a tutorial to view it. Or, visit <b><a href="http://www.hp.com/support/videos">www.hp.com/support/videos</a></b> (English only)
<ul style="list-style-type: none"><li>■ Hardware features.</li><li>■ Connect to the Internet.</li><li>■ HP TouchSmart and other software.</li><li>■ Connect a television signal.</li><li>■ Recover factory settings.</li></ul>	 <i>User Guide</i> (this guide)
<ul style="list-style-type: none"><li>■ Learn how to use the Microsoft® Windows® 7 operating system.</li><li>■ Troubleshoot the most common computer hardware and software issues.</li></ul>	 Help and Support Tap the Windows <b>Start</b> button®, and then tap <b>Help and Support</b> .
<ul style="list-style-type: none"><li>■ Find electronic user guides and specifications for your computer model.</li><li>■ Order parts and find additional troubleshooting help.</li></ul>	 HP Support Web site: <b><a href="http://www.hp.com/support">www.hp.com/support</a></b> Tap the <b>Start</b> button, tap <b>Help and Support</b> , and then tap the <b>Online Help</b> icon.
<ul style="list-style-type: none"><li>■ Upgrade or replace components of your computer.</li></ul>	 <i>Upgrading and Servicing Guide</i> Tap the <b>Start</b> button, tap <b>Help and Support</b> , and then tap the <b>User Guides</b> icon. If the guide is not there, visit <b><a href="http://www.hp.com/support">www.hp.com/support</a></b>
<ul style="list-style-type: none"><li>■ Find computer warranty information.</li><li>■ Get technical support.</li></ul>	 <i>Limited Warranty and Support Guide</i>
<ul style="list-style-type: none"><li>■ Get up-to-date information and help from the Windows community.</li></ul>	 <b><a href="http://www.hp.com/support/consumer-forum">www.hp.com/support/consumer-forum</a></b>
<ul style="list-style-type: none"><li>■ Learn how to make your computer adaptable to wall mounting.</li></ul>	 <i>Preparing Your Computer for Wall-Mounting</i> guide. If the guide is not there, visit <b><a href="http://www.hp.com/support">www.hp.com/support</a></b>

## Features

The HP TouchSmart 9100 Business PC is a touch-enabled high-performance computer built into a high-definition<sup>1</sup> 58.4-cm (23-in) diagonal widescreen display.<sup>2</sup> The slim computer offers features such as an adjustable webcam, a CD/DVD and Blu-ray player and burner, Bluetooth capability, USB ports, a media card reader, a BrightView display, Wireless 802.11n networking, and high-quality speakers.

The interactive screen makes wall mounting a good choice for the HP TouchSmart 9100. The hardware to adapt the computer for wall mounting (not the actual wall mount) is included in select models and can be purchased.<sup>3</sup>

Using your fingertips, you can listen to music, edit digital photos, or watch home videos.



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1 High-definition (HD) content is required to view HD images.

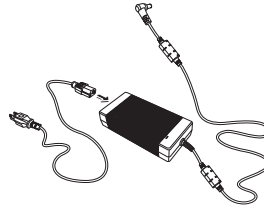
2 Features vary by model. Your computer may not exactly match the illustrations and descriptions in this guide.

3 Separate wall-mounting hardware is required that attaches to the VESA mount adapter.

## Cables and accessories

### What's in the box

Power cable (two pieces)



Use to connect computer to power source.

Keyboard and mouse



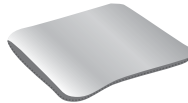
Use to interact with the system.

Wireless keyboard and mouse, and receiver (select models only)



Use to interact with the system.

Cleaning cloth



Use to clean the touch screen.

Setup poster and documentation



Use to set up your computer and navigate its features.

### Computers with TV Tuners

Infrared (IR) emitter cable



Use to control a set-top box (cable or satellite TV) with a remote control.

Y-audio composite cable



Use with S-Video to combine audio left and right channels.

Remote control



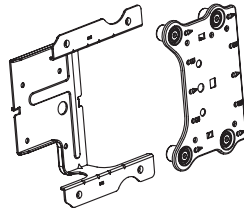
Use with Windows Media Center and some features of the touch screen.

Also included in select models without TV tuners.



## Computers with wall-mounting option

VESA plate adapter assembly



Mounted on the back of the computer, this system adapts your computer for separate wall-mounting hardware (not included).

## Cables and adapters not included, but may be required

Ethernet (LAN) cable



For a wired network.

Coaxial cable



For an Internet connection with a cable modem, or to connect the TV signal source to the computer. Connector type may vary.

S-Video cable



For connecting the TV signal source to the computer from a set-top box.

Audio/video composite cable



For connecting TV signal source from a set-top box.

HDMI cable



For use with a TV set-top box.

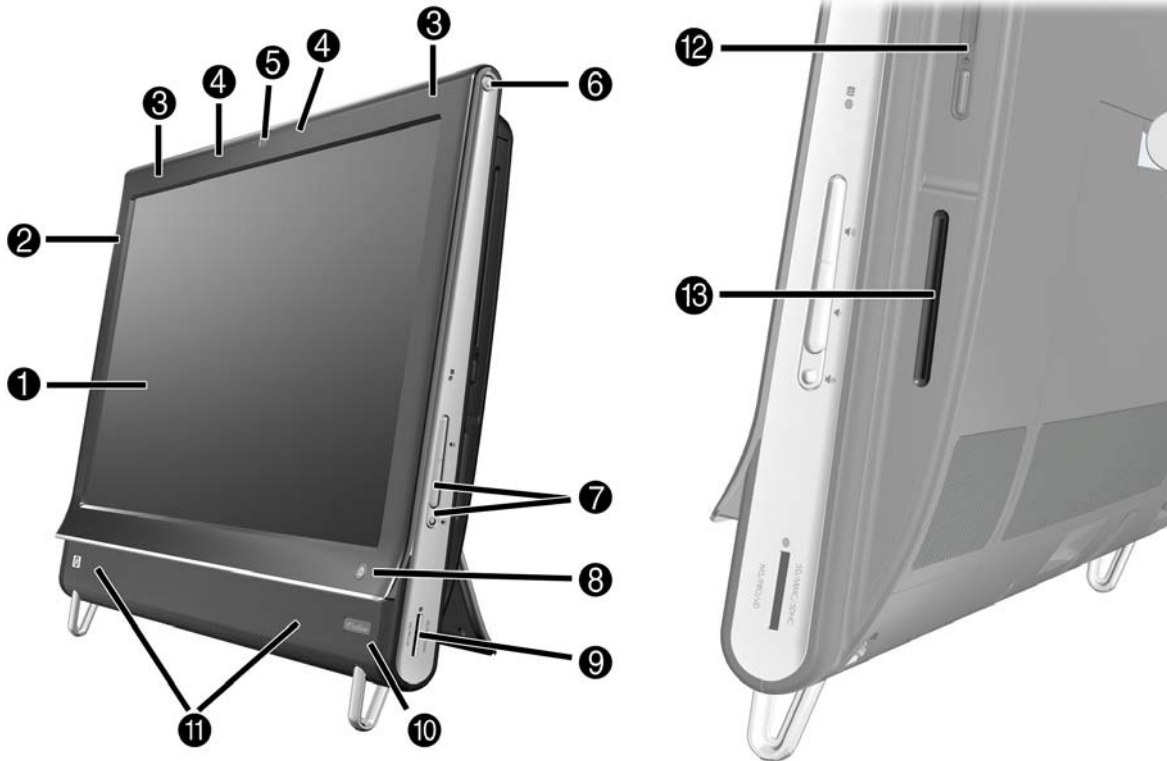
TV tuner (composite video to S-Video) adapter





For connecting TV signal source to the computer from a set-top box.

# Front and right side of the HP TouchSmart 9100 Business PC

Features and configurations vary by model



Item	Description
① LCD display optimized for touch	<p>State-of-the-art <b>58.4-cm (23-in)</b> diagonal widescreen high-definition display with HP BrightView technology.* HP BrightView technology improves the contrast and clarity of your display. In addition, it boasts a high resolution of 1920 x 1080 and a fast response time of 5 ms.**</p> <p>* High definition (HD) content is required to view HD images. Most current DVDs do not provide HD images.</p> <p>**All specifications represent the typical specifications provided by Hewlett-Packard's component manufacturers; actual performance may vary either higher or lower.</p>
② Bluetooth (select models only)	<p>Use Bluetooth to connect to Bluetooth-enabled devices. The diagram shows the internal location of Bluetooth (not visible externally).</p>
③ Built-in wireless LAN (select models only)	<p>Use the built-in wireless LAN to connect to the Internet through your existing wireless network. The diagram shows the internal location of the wireless LAN (top left and right, not visible externally).</p> <p>The wireless LAN supports IEEE 802.11 b/g/n.</p>

Item	Description (continued)
<p>4 Microphone array</p>	<p>Use the built-in digital microphones to record sound for your webcam videos, and to use instant messenger or chat software to have video chats online. The microphone is designed to provide a cleaner sound by filtering out ambient noise in your environment. It is designed to record from a distance of up to <b>one-half meter (2 feet)</b> away from the computer.</p>
<p>5 Webcam</p>	<p>Create videos and snapshots that you can view, send by e-mail, and upload to video sharing sites. Use the built-in webcam and microphone array to have video chats with friends and family.*</p> <p>To adjust the viewing angle of the webcam shot, tilt the screen, or use the adjust lever immediately behind the webcam. You can also choose how tightly you want to crop the view of the camera, creating a close-up view of your face or including more of the background.</p> <p>* Internet access required.</p>
<p>6 Power/Sleep button</p> 	<p>Press the Power/Sleep button to turn on your HP TouchSmart 9100 Business PC, or to put it into Sleep mode.</p> <p>To turn off your computer, tap the <b>Start</b> button, and then select <b>Shut Down</b>. Or tap the arrow next to the <b>Shut Down</b> button to switch users, log off, lock, restart, or sleep.</p>
<p>7 Volume and mute controls</p>	<p>Adjust the sound level up or down, or mute the sound.</p>
<p>8 HP TouchSmart button</p> 	<p>Turn your HP TouchSmart 9100 Business PC on and open your HP TouchSmart software. Or, if the computer is already turned on, press the button to open the HP TouchSmart software for quick access to your music, photos, videos, or the Web. The HP TouchSmart button cannot turn the computer off.</p>
<p>9 Memory card reader</p>	<p>Use the built-in memory card reader to easily access photos and other files directly from a memory card.</p> <p>Supported formats include Extreme Digital (xD), Secure Digital (SD), Secure Digital High-Capacity (SDHC), MultiMediaCard (MMC), Memory Stick (MS), and Memory Stick Pro (MS-Pro) memory cards.</p> <p>Your memory card reader also supports adapters for the following memory cards: Mini SD, RS-MMC, Micro SD, MS-Duo, and MS Pro Duo.</p>
<p>10 IR receiver window (select models only)</p>	<p>Infrared (IR) receiver window, located on the lower-right side of the computer. Allows for use with a remote control.</p>
<p>11 Internal speakers</p>	<p>Use the built-in, high-quality stereo speakers for a powerful media experience when listening to music, or when watching your home videos and DVDs.</p>
<p>12 Slot-loading CD/DVD drive (located on back side panel)</p>	<p>Watch your favorite DVD or Blu-ray disc (select models only), or listen to your CD collection. Burn CDs, DVDs, and Blu-ray discs.*</p> <p>Read and write DVD-RAM, CD-R/RW, and DVD+/-R/RW.</p> <p>Read and play CD-ROM, DVD-ROM, CD Audio, DVD+/-R dual layer (DL), DVD-Video, and Video CD.</p>
	<p>* HP supports the lawful use of technology and does not endorse or encourage the use of our products for purposes other than those permitted by copyright law.</p>

Item	Description (continued)
⑬ B-CAS card slot (select models only)	Insert your B-CAS card (provided by HP), to decrypt high-definition television signals.

## Lower-left side of the HP TouchSmart 9100 Business PC

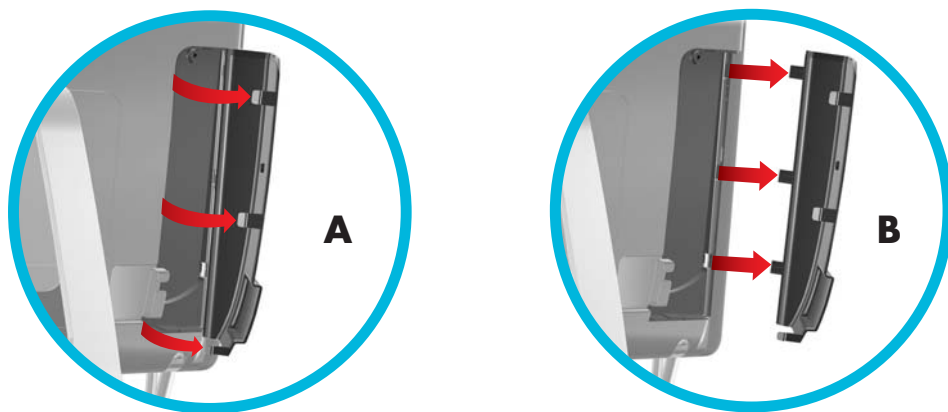
Features and configurations vary by model



Connector	Function
① USB 2.0	Connect USB devices (USB 2.0) such as a mouse, keyboard, printers, external hard disk drives, digital cameras, and MP3 players.
② Audio Line In	Connect MP3 players or other audio players. This connector is not for headphones or a microphone.
③ Headphones	Connect headphones to the port to listen to music without disturbing anyone.

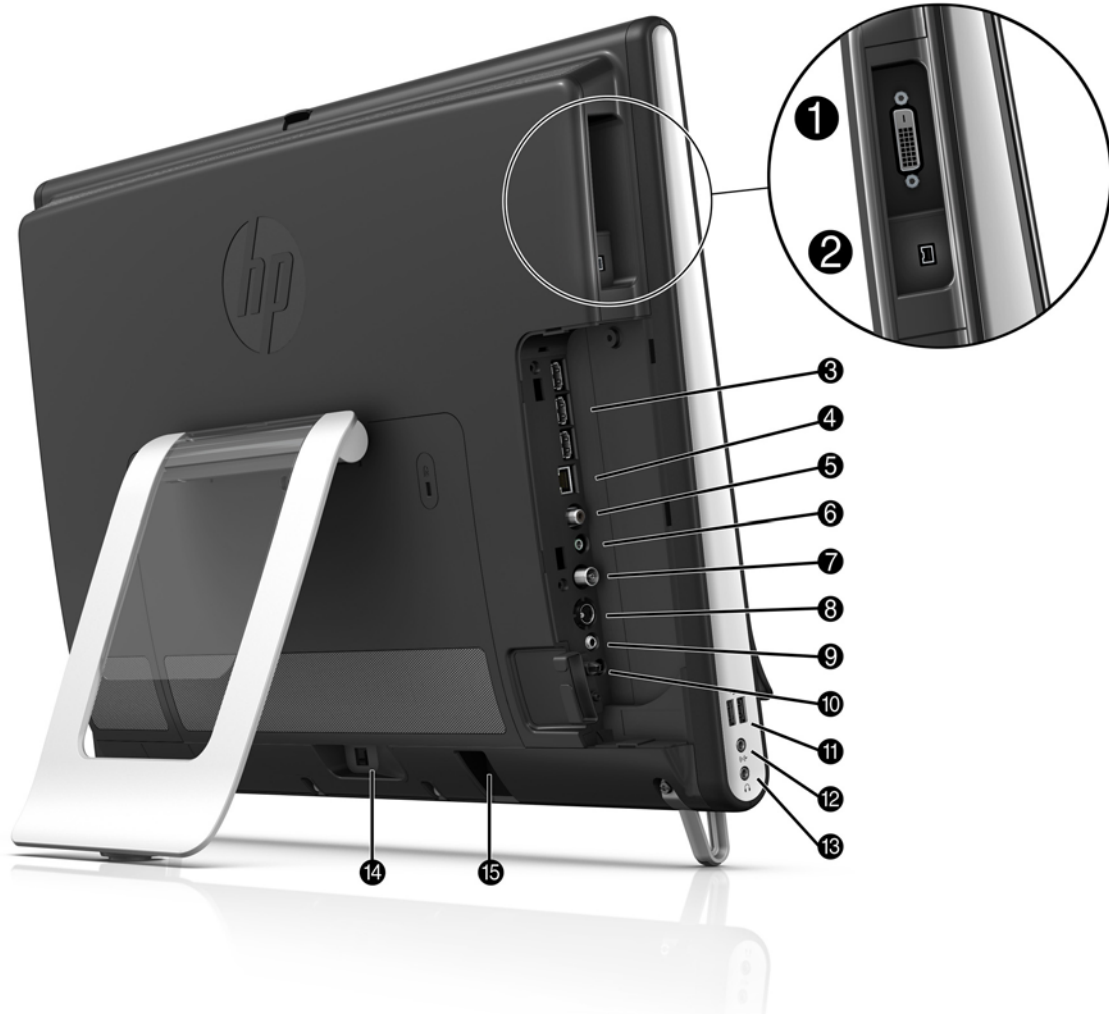
## Connector cover

To remove the connector cover on the back of the computer, insert your finger under the gap on the bottom-left side of the cover (**A**), and pull straight out (**B**). Replace the connector cover by aligning the hooks on the right edge of the cover with the slots on the computer, and then pressing it until it snaps into place.



# Back of the HP TouchSmart 9100 Business PC

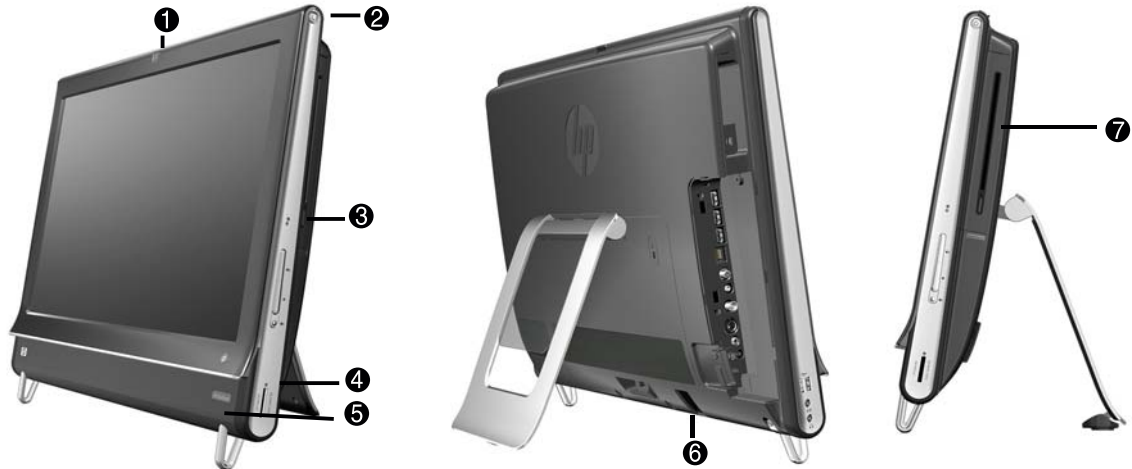
Features and configurations vary by model



Connector	Function
① DVI Video Out	Provides digital video output for use with a second monitor or projector.
② IEEE 1394 port	Provides connectivity to data storage devices and DV (digital video) cameras.
③ USB 2.0 ports (3)	Connect USB devices (USB 2.0) such as a mouse, keyboard, printers, external hard disk drives, digital cameras, and MP3 players.
④ LAN (Ethernet) port	Connect to the Internet through your wired network.
⑤ Digital audio port (SPDIF Out)	Connect to your home theater system or your surround sound digital speakers. Supports 3.1, 4.1, and 5.1 speakers.
⑥ Audio Line Out	Connect external 2.0 and 2.1 powered speakers.
⑦ TV In (TV tuner models only)	Connect your TV signal source to watch, record, and pause live TV. This is an F-type coaxial TV input signal connector.

Connector	Function (continued)
⑧ S-Video In (TV tuner models only)	Capture analog video from a video camera, or connect to a set-top box for TV input.
⑨ Stereo Audio In (TV tuner models only)	Connect audio for A/V input from a set-top box, digital video camera, or other video device.
⑩ IR emitter (blaster) (select models only)	Adhere to your TV set-top box IR receiver area to receive the remote control signal while watching and recording TV programs. This is not required if you do not use a set-top box. A remote control is included with select models only.
⑪ USB 2.0 ports (2)	Connect USB devices (USB 2.0) such as a mouse, keyboard, printers, external hard disk drives, digital cameras, and MP3 players.
⑫ Audio Line In	Connect MP3 players or other audio players. This connector is not for headphones or a microphone.
⑬ Headphone jack	Connect headphones to the port to listen to music without disturbing anyone.
⑭ Power connector	Plug the power adapter into the computer.
⑮ Wireless keyboard and mouse receiver (select models only)	Receiver for optional wireless keyboard and mouse.

## Activity LED indicator lights



The following are the activity indicator light-emitting diodes (LEDs) on your HP TouchSmart 9100 Business PC:

LED	What it Does
① Webcam	Indicates webcam activity.
② Power	Indicates the power state: blue indicates power on, and amber indicates Sleep mode.
③ Hard disk drive	Indicates hard disk drive activity.
④ Memory card reader	Indicates memory card reader activity. When the LED is flashing, do not remove your memory card.  When the LED is off, no card is inserted. A solid LED indicates that a card is inserted with no read or write capacity. A flashing LED indicates that there is memory card activity, and that a card has read/write capacity.
⑤ Remote control IR receiver (select models only)	Indicates that your computer is working with your remote control to navigate windows, record TV shows, and perform other activities in Windows Media Center.
⑥ Wireless keyboard and mouse receiver (select models only)	Indicates wireless signals received from optional wireless keyboard and mouse. The LED is visible from the back of the computer.
⑦ Optical disc drive	Indicates optical disc drive is in use.



## Connecting the Power Source

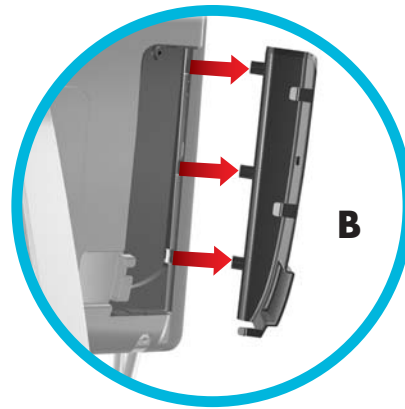
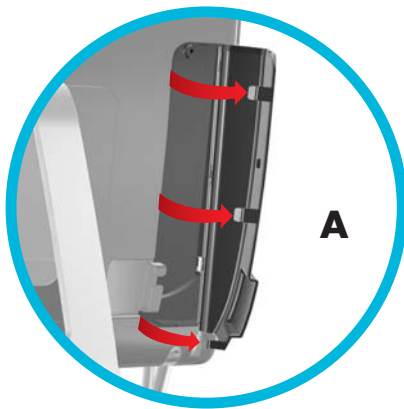
Plug the power cord into the AC adapter (external power supply), and the AC adapter cord into the back of the computer. Route the power cord through the notch in the computer stand, and then plug the power cord into an AC power source through a surge protector/uninterruptible power supply (UPS).



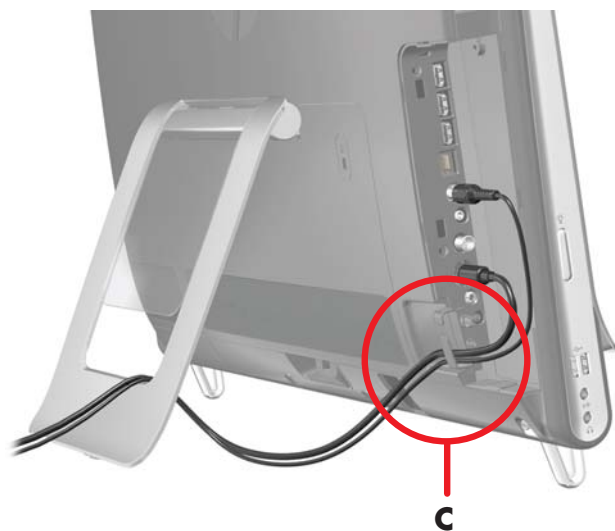
## Cable Management

The HP TouchSmart 9100 Business PC includes a cable-management feature located behind the back connector cover. To use the cable-management feature:

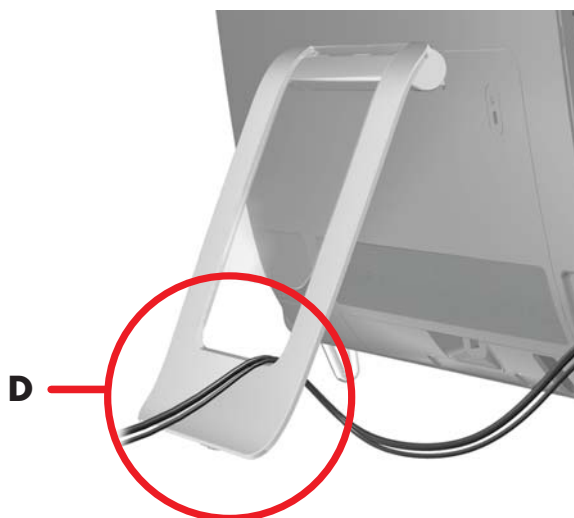
- 1 Remove the connector cover on the back of the computer by inserting your finger under the gap on the bottom-left side of the cover (**A**), and then pulling straight out gently (**B**).



- 2 Route your cables through the cable routing clip (**C**), and out from the back of the computer.



- 3 Replace the connector cover by aligning the hooks on the right edge of the cover with the slots on the computer, and then pressing it until it snaps into place. Then, route the cables through the open area between the plastic plate and the bottom of the stand (**D**).



## Computer Stand

The HP TouchSmart 9100 Business PC is shipped with the computer stand collapsed against the back of the computer. To assure that the computer is in a stable position on your desktop, pull the computer stand open until it snaps into place. Then, if you want to change the angle of the HP TouchSmart 9100, hold each side of the computer, and tilt it (the monitor moves forward; the stand stays in place) to an angle of between 5 degrees and 40 degrees from the vertical.



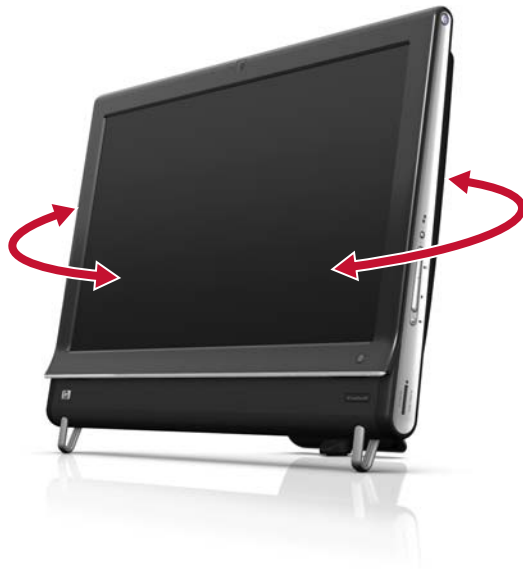
**CAUTION:** Make sure the angle of the computer is at least 5 degrees from the vertical; otherwise the computer will be unstable and could fall over.



**CAUTION:** The computer stand stays in place as you increase the angle; the computer moves forward. Take care that the computer screen does not move off the table.

## Computer Swivel

The computer allows a usable range of motion with the swivel feature.



## Keyboard and Mouse

Your keyboard and mouse can be connected to any USB connector on the lower left side or back side of HP TouchSmart 9100 Business PC. See “Back Side of the HP TouchSmart 9100 Business PC” in this chapter for illustration.



## Wireless Keyboard and Mouse

An optional wireless keyboard and wireless mouse are available on select models. To set up the wireless keyboard and mouse, remove the battery tabs on both the keyboard and the mouse. Also, make sure the Power switch on the bottom of the mouse is in the On position (the keyboard does not have a Power switch). Then, turn on the computer. If you have trouble using the keyboard and mouse, manually synchronize them as explained in the next procedure.

The keyboard is designed to fit under your computer when not in use. Your product may vary from the one shown here. The wireless receiver shown here is preinstalled in the computer.

---

**IMPORTANT:** For better mouse battery life and performance, avoid using your mouse on a dark or high-gloss surface, and turn mouse power off when not in use.

---



## Synchronizing the wireless keyboard or mouse

The wireless keyboard and mouse are pre-synchronized, for your convenience, to work with your HP TouchSmart PC. The keyboard and mouse should work immediately after you first pull the battery tabs to activate the preinstalled batteries, and then turn on the mouse (2).

You may need to manually synchronize the wireless keyboard or mouse if they are not functioning.

To synchronize them:

- Make sure the keyboard and mouse are next to the HP TouchSmart PC, within **30 cm (1 foot)** and away from interference from other devices.
- **Keyboard:** Press the Connect button on the bottom of the keyboard (**1**) for five seconds. The blue activity LED from the wireless receiver illuminates when the synchronization command has been received and turns off when synchronization is complete.
- **Mouse:** Press the Connect button on the bottom of the mouse (**3**) for five seconds. The blue activity LED from the wireless receiver illuminates when the synchronization command has been received and turns off when synchronization is complete.



If this does not work, remove and then re-insert the wireless keyboard and mouse receiver from the back of the computer and then synchronize the keyboard and mouse again.

## Adding Hardware

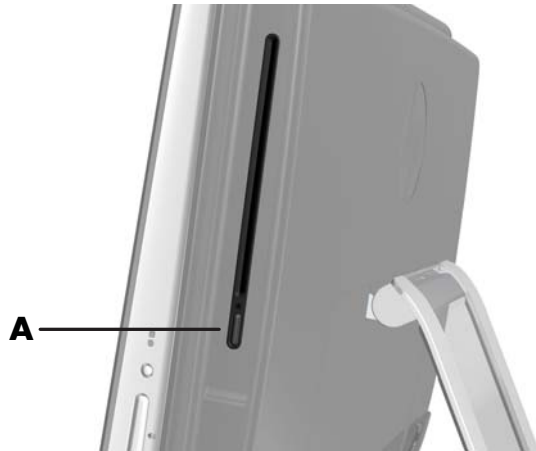
HP TouchSmart 9100 Business PCs may not be compatible with all of the hardware you add. Make sure your hardware is compatible with the operating system.

## Determining Whether Your System Is 64-bit or 32-bit

- 1 Tap the **Start** button, and then tap **Help and Support**.
- 2 Tap **Troubleshooting Tools**, and then tap **System Information**.
- 3 Tap **Touch here to open System Information**.
- 4 After the System Information displays, view **Operating System, Name**. It will appear as either (64-bit) or (32-bit).

## Optical Disc Drive

Use your CD/DVD drive to play and record CDs and DVDs, and Blu-ray discs (select models only). The slim-slot CD/DVD drive does not have a disc tray. To insert a disc, turn the data side toward the back of the computer (label side forward) and slide the disc into the drive slot.



To eject a disc, make sure the power is turned on and then press the Eject button (**A**) on the side of the disc drive. You can also tap the **Start** button, tap **Computer**, press and hold (or with the mouse, right-click) the CD drive, and then tap **Eject**.

If the disc gets stuck, refer to the *Limited Warranty and Support Guide* for the telephone number to contact HP Support.

## Connecting to the Internet

Your HP TouchSmart 9100 Business PC is designed to support a wireless (select models only) or wired LAN that connects your computer to other devices, such as printers and other PCs. The network connection to the Internet is usually through a broadband modem (digital subscriber line [DSL] or cable), which requires a separate subscription.

- For a wireless LAN, the HP TouchSmart 9100 includes a built-in wireless LAN antenna, which you can use to access your wireless home network.
- For a wired LAN, connect an Ethernet cable (sold separately) to the Ethernet connector on the back of the computer, and then connect the other end to the network router or broadband modem.

### Wireless home network

Wireless access point and Internet service are required and not included. Availability of public wireless access points may be limited.

First-time wireless network installation 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.

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**NOTE:** Broadband modem and router installation procedures vary, depending on the manufacturer. Follow the manufacturer's instructions.

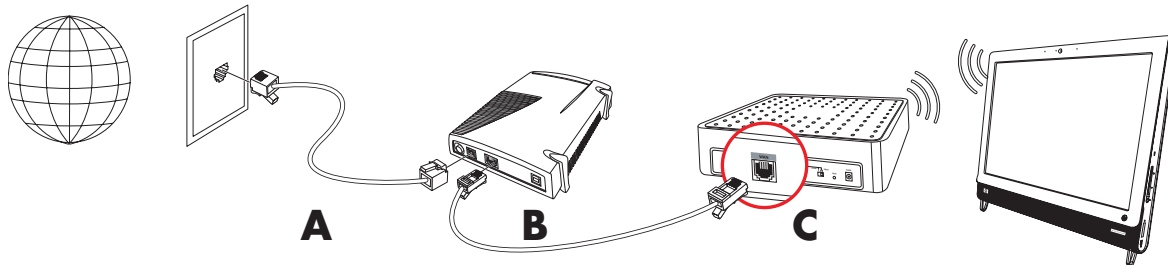
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- 4 Connect your computer to the network.

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**NOTE:** A DSL wall connection is shown here. If you have a cable modem, the modem will be connected to the wall using a coaxial cable.

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- 5 Configure the HP TouchSmart 9100 to connect to the wireless network.

- a Turn on your HP TouchSmart 9100.
- b Connect your HP TouchSmart 9100 to the wireless network:
  - Right-click the **Network** icon on the taskbar, and then select **Open Network and Sharing Center**. Click **Connect to a network**. When the window opens, select the network, and then click **Connect**.



Or

- Right-click the **Network** icon on the taskbar, and then select **Network and Sharing Center**. When the window opens, select **Set up a new connection or network**, and then follow the onscreen instructions.
- c Test the wireless network by opening your Web browser and accessing any Web site.



- 6 Add wireless devices to the network (optional).

## Wired home network

First-time wired network installation 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 wired router (sold separately), if one is required.

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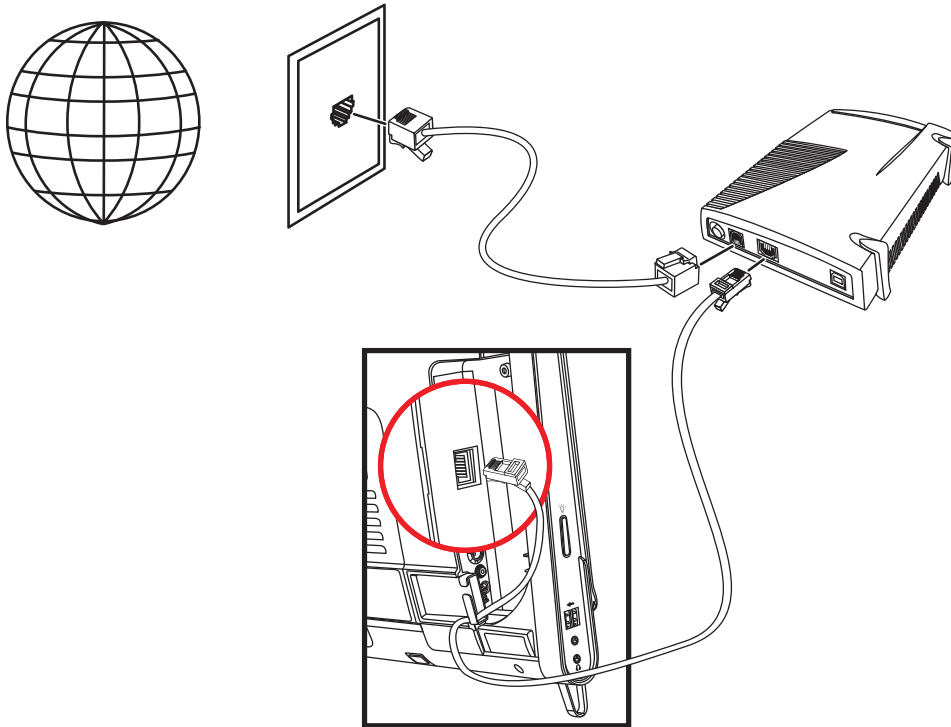
**NOTE:** Broadband modem and router installation procedures vary, depending on the manufacturer. Follow the manufacturer's instructions.

---

- 4 Connect the DSL cable (shown) or coaxial cable (not shown) from the wall to the modem.
- 5 Connect the modem to the computer Ethernet port with an Ethernet cable. If you want to connect multiple devices to the network, connect a router or hub (not shown) to the modem with an Ethernet cable, and then connect the computer to the router with an Ethernet cable.

If you have a wired network in your home with Ethernet connectors in the wall, connect directly from your computer Ethernet port to the Ethernet wall connector with an Ethernet cable.

The Ethernet port on the HP TouchSmart 9100 is located on the back of the computer, behind the connector cover.



- 6 Add other computers or devices to your wired network:
  - a Disconnect power from the broadband modem and the router, and then shut down your HP TouchSmart 9100 and the computers you want to add to your network.
  - b For each wired computer, connect one end of an Ethernet cable to the LAN connector on the computer, and then connect the other end of the cable to any available Ethernet connector on the router.
  - c Reconnect power to the modem, and wait until the modem has completed its startup cycle. Reconnect power to the router. Then, turn on the wired computers and your HP TouchSmart 9100.
  - d Test the network connection for each wired computer by opening your Web browser and accessing any Web site.



# Bluetooth Devices

## Select models only

Some models of the HP TouchSmart 9100 Business PC are Bluetooth-enabled, so that you can connect all kinds of Bluetooth-enabled wireless devices. Bluetooth devices create a personal area network (PAN), which connects other Bluetooth devices, such as computers, phones, printers, headsets, speakers, and cameras. In a PAN, each device communicates directly with the other devices; the devices must be relatively close together.

To enable a Bluetooth device:

- 1 Refer to your Bluetooth device's instructions to make it "discoverable" (it sends out a radio signal).
- 2 Click the **Start** button, **Control Panel**, and then click **Hardware and Sound**. Find your Bluetooth device and follow onscreen instructions.
- 3 If your Bluetooth device is a printer, tap the **Start** button, then **Control Panel**, and then tap **Hardware and Sound**. Tap **Printers**. Tap **Add a printer**.

# TV Tuner and Windows Media Center

## Select models only

Watch and record your favorite TV programs by using Windows Media Center. Menus and features in Windows Media Center are accessible through touch, remote control, keyboard, and mouse. TV tuners and remote controls are included in select models only.

## Watching and recording TV programs

To watch and record TV programs on your HP TouchSmart 9100 Business PC:

- 1 Connect the TV signal source to the TV tuner on the computer. See "Connecting the TV signal source to the computer" on page 19.
- 2 Set up your computer for use with a set-top box (optional). See "Using a set-top box with Windows Media Center (optional step)" on page 20.
- 3 Complete the Windows Media Center setup wizard to configure your TV tuner and your program guide. See "Windows Media Center setup wizard" on page 22.
- 4 Point the remote control at the IR receiver on the lower-right side of the HP TouchSmart 9100 Business PC to start Windows Media Center, and use this program to watch and record TV shows. For more information about setting up and using Windows Media Center, go to: [www.microsoft.com](http://www.microsoft.com), or tap the **Start** button, tap **Windows Media Center**, tap **Tasks**, and then tap **learn more**. This takes you to [www.windowsmediacenter.com](http://www.windowsmediacenter.com)

## Connecting the TV signal source to the computer

### Select models only



**WARNING:** Please read "Additional Safety Information" in the *Limited Warranty and Support Guide* before installing and connecting your HP TouchSmart 9100 Business PC to the electrical power system.

---

To connect a TV signal to the computer, your computer needs a TV tuner, which is included with select models only. You also may need to purchase some cables separately.

---

**NOTE:** Availability of signals is limited by the strength and accessibility of the originating TV signal, location and other factors. Performance issues may arise, and do not constitute defects in the product.

---



**WARNING: Norway and Sweden only: Cable grounding notice for products with a TVB tuner.** Your TV tuner requires that you use a TV tuner isolator (adapter) (purchased separately) with your computer to connect a coaxial cable to the TV signal source. Using the TV tuner adapter helps prevent personal injury and computer damage from surges on the coaxial line.

---

Connect the coaxial cable from your TV antenna or TV cable provider to the TV In connector (A) located on the back of the computer behind the connector cover. See “Back of the HP TouchSmart 9100 Business PC” on page 8.



## Using a set-top box with Windows Media Center (optional step)

**Sold separately**

Refer to your set-top box documentation for more details.

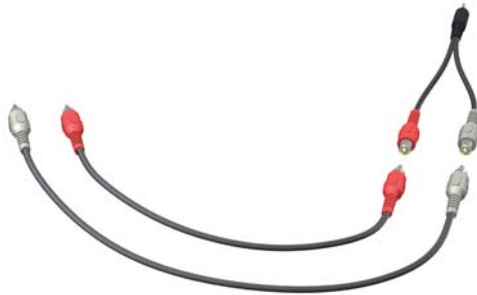
- 1 Connect an S-Video cable to the S-Video In connector (A), located on the back of the computer behind the connector cover. Connect the other end of the cable to your set-top box.



You may need a composite video to S-Video adapter (sold separately) to connect the set-top box Video Out to the S-Video In connector **(A)**.



- 2 For S-Video, connect audio cable from your set-top box to the Audio Line In connector **(B)** on the back of the computer. Use a Y cable to combine RCA left and right channels (white and red).



## Setting up for computer to communicate with a set-top box (optional step)

You need to configure the computer connections so it can communicate with your set-top box.

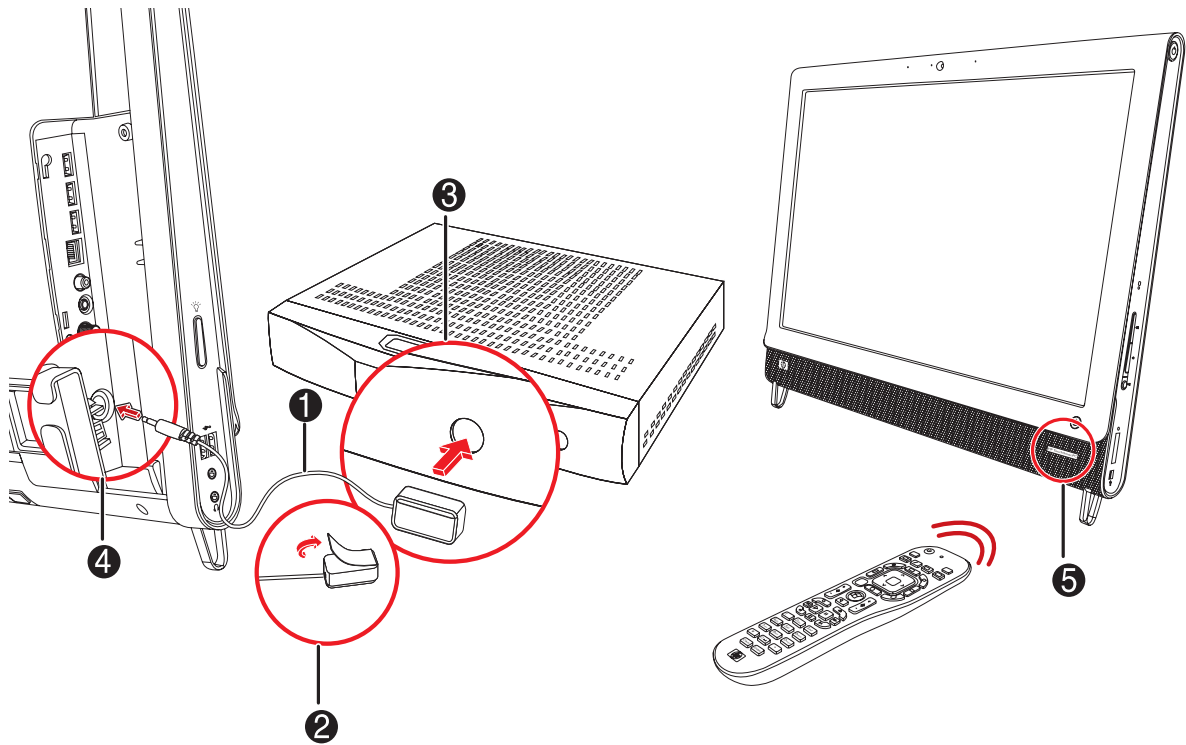
Connect an IR emitter (blaster) cable to the computer and your set-top box to use the remote control properly.

The IR emitter cable is a remote control sensing device that connects to the computer and covers the remote sensor on a set-top box. When you are selecting TV channels in Windows Media Center, it enables the remote control to work with your set-top box.



- 1 Connect the IR emitter cable **(A)** to the IR Out connector **(D)** on the back of the computer.
- 2 Remove the paper from the backing tape on the end of the cable **(B)**, and then press the end of the cable over the remote IR sensor (receiver) window on the set-top box **(C)**. To locate the remote infrared sensor window, shine a flashlight through the plastic on the front of the set-top box.

- 3** When you use the remote control, point it at the front of the HP TouchSmart 9100 (E), not at the set-top box.



## Windows Media Center setup wizard

### Select models only

- 1 Tap the **Start** button, tap **All Programs**, and then tap **Windows Media Center**.
- 2 Follow the onscreen instructions to set up your TV tuner and Windows Media Center TV program guide.

For more information about setting up and using Windows Media Center, go to: [www.microsoft.com](http://www.microsoft.com), or tap the **Start** button, tap **Windows Media Center**, tap **Tasks**, and then tap **learn more**.

## Sound Options

Your HP TouchSmart 9100 Business PC supports the following speaker options:

- Built-in analog stereo speakers
- Analog 2.0 or 2.1 powered speakers
- Digital 3.1, 4.1, or 5.1 powered speakers
- Audio receiver

- Headphones

---

**NOTES:**

- The HP TouchSmart 9100 Business PC supports powered speaker systems only. Powered speakers require a separate power supply.
  - When the Audio Line In connector is being used, the following are affected: the output to the internal speakers, the Audio Line Out connector, and the headphones connector. For example, if you are playing sound through your internal speakers and then you connect an MP3 device through your Audio Line In connector, you will hear both sounds.
  - By default, the internal speakers are on, and the digital speakers are off.
- 

## Connecting analog speakers

For 2.0 powered speakers, connect the speaker cable to the Audio Line Out connector on the back of the computer behind the connector cover.

For 2.1 powered speakers, connect the Audio Line Out connector on the back of the computer behind the connector cover to the subwoofer, and then connect the left and right speakers to the subwoofer. Turn on the computer and then the speaker system. If necessary, refer to the documentation that came with your speakers.

---

**NOTE:** When an Audio Line Out connector (such as headphones or external speakers) is connected, the internal speakers are muted.

---

## Connecting and enabling digital speakers or an audio receiver

Connect 3.1, 4.1, or 5.1 digital speakers or an audio receiver to the SPDIF out (orange) connector on the back of the computer behind the connector cover, and then use the following procedure to enable the speakers or audio receiver. If necessary, refer to the instructions that came with your speakers or audio receiver.

---

**NOTE:** When SPDIF is connected:

- You can switch to the internal speakers without unplugging the SPDIF device.
  - The Volume + and Volume – and Mute buttons do not control the SPDIF device. Control SPDIF device volume with its own controls.
- 

To enable digital speakers or an audio receiver, use the Realtek HD Audio Manager software that came with the computer.

- 1 Tap the **Realtek HD Audio Manager** icon on the taskbar.
- 2 Tap the **Volume** button.
- 3 In the SPDIF area, select the **Default** button.
- 4 Configure the sound to your preferences by using the Realtek advanced buttons.



---



**NOTE:** To switch back to the internal speakers after the digital speakers are enabled, select the **Default** button in the Internal Speakers area. Simply turning off the external speakers does not enable the internal speakers; the internal speaker setting must be selected.

---

## Speaker volume

- Use the Volume buttons on the right side of the computer.



- Use the Microsoft Volume icon on the taskbar:
  - a Press and hold (or with the mouse, right-click) the **Volume** icon, and then select **Open Volume Mixer**. The Volume Mixer window opens. 
  - b To adjust the volume for HP TouchSmart programs (Notes, Music, and Video), be sure to adjust both the speaker volume, and the HP TouchSmart program volume. Scroll to the right in the Applications area to see all choices.
  - c When you are satisfied with the sound level, tap the **Close** button (the **X** in the upper-right corner) to close this window.
- If you have digital speakers, you can also use Realtek HD Audio Manager to adjust the volume and perform sound balance testing:
  - a Tap the **Realtek** icon on the taskbar.
  - b Adjust the slider that corresponds with the speaker setup your system uses. 

---

**NOTE:** You also adjust the volume for the built-in microphone array in this window.

---

## Configuring sound for Windows Media Center

After you have installed, connected, and configured the speakers, configure audio output for Windows Media Center:

- 1 Tap the **Start** button.
- 2 Tap **Windows Media Center**.
- 3 Follow directions to setting up sound, and tap **Finish** when done.

## Headphones

Use your headphones by connecting them to the headphones connector on the left side of the computer. When the headphones connector is being used, the internal speakers and Line Out are muted.

## Microphones

Your HP TouchSmart 9100 comes with built-in microphones near the webcam on the front of the computer. The array is designed to filter out ambient noise in your environment to provide a cleaner sound.

You can use the microphone from a distance of up to **one-half meter (2 feet)** from the HP TouchSmart 9100.

To adjust the volume:

- 1 Tap the **Realtek HD Audio Manager** icon on the taskbar.
- 2 Adjust the slider.



## Headsets

Bluetooth or USB-connected headsets can be used with your system.

---

**NOTE:** You cannot use a headset with two connectors.

---

## MP3 players

You can connect a media player, such as an MP3 player, to the Line In connector on the left side of the computer and play it through the internal speakers or added external speakers.

## Connecting a Printer

You can connect a printer by using the USB connectors on the sides or back of the HP TouchSmart 9100, or you can use a wireless printer.

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**NOTE:** The HP TouchSmart 9100 does not support printers that require a parallel printer connector.

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## Connecting a printer with a parallel port

HP TouchSmart supports USB and wireless printer connections. If your printer has a parallel port, you must buy a USB parallel port adapter.

Also, you will need to download a printer driver that works with Windows 7. To verify your operating system and compatibility, go to **[www.hp.com/support](http://www.hp.com/support)**

## Power Settings

Basic power settings help conserve energy. For example, you can set your computer to go to sleep or go into hibernation after a specified period of inactivity.

If the computer is in **Sleep mode**, it “wakes up,” or re-loads faster than when in Hibernate mode, but your data is less safe. If, for example, a power outage occurs in Sleep mode, unsaved data would be lost.

**Hibernate mode** (select models only) puts the computer into a deeper sleep, with more energy savings. In Hibernate mode, all peripheral power shuts down and all data is saved to your hard drive. Upon awakening, the data is restored to where you were in the last session. This process takes a little longer than awakening from Sleep mode (but less time than if you had shut down), and is considered a safer state for data.

You can put the computer into Sleep mode several ways. Press the Power/Sleep button on the top right of the computer, press the Sleep button on remote control, or press the Sleep button on the upper left of your keyboard.

Or

Tap the **Start** button, tap the **Arrow** button next to the **Shut Down** button, and then select **Sleep** or **Hibernate**.

To change power settings:

- 1 Tap the **Start** button, and then tap **Control Panel**.
- 2 Tap **Hardware and Sound**.
- 3 Tap **Power Options**.
- 4 Choose a power option.

Power options include settings that determine when the computer sleeps or hibernates, and the ratio you want of overall energy savings versus performance.

## Turning off the monitor for power savings

If you are leaving for some time but want to keep the computer running, you can turn off the monitor for further power savings.

- Press the Function (Fn) key, and simultaneously press the F9 key to turn off the monitor. The computer continues to run.
- Press Fn + F9 again to turn the monitor on again.

## Adjusting Screen Display

Adjust screen display features using the Control Panel:

- 1 To make adjustments to your screen, tap the **Start** button, tap **Control Panel**, and then tap **Appearance and Personalization**.
- 2 Choose an option to change the look of your desktop.

You can choose to change the desktop background or the screen saver. There is an option to turn high contrast on or off, and various options to accommodate low vision, and more.

To change the screen brightness using the keyboard:

- Press the Fn key on the keyboard, and simultaneously press the F10 key to reduce screen brightness.
- Press the Fn key, and simultaneously press the F11 key to increase brightness.

To turn off the monitor from the keyboard:

- Press the Fn key, and simultaneously press the F9 key to turn off the monitor if you are leaving for some time. The computer continues to run; this is a power-saving feature.
- Press Fn + F9 again to turn the monitor on again.



## Installing a Security Lock

A security lock (sold separately) enables you to secure your computer from theft and unwanted changes. A security lock is a key lock device that has a wire cable attached. You attach one end of the cable to your desk (or other stationary object) and the other to this security slot on the computer. Secure the security lock with the key.



## Cleaning the HP TouchSmart 9100 Screen

Before cleaning the touch screen, you must disable it by turning off the computer. If the computer is not turned off, the touch screen is enabled, and you could lose data while cleaning it.

For optimal touch performance, the HP TouchSmart 9100 screen requires periodic cleaning to remove any particles on the sides and surface of the screen. The touch screen has a glass surface that can be cleaned by using the cleaning cloth that came with your HP TouchSmart 9100. You can also use a soft cloth or paper towel dampened with a typical household glass cleaner to clean the touch screen.

To achieve the best touch sensitivity, keep the screen clean from foreign objects. Avoid excessive dust accumulation on all sides and edges of the screen.

To clean the touch screen:

- 1 Turn off the computer. Tap the **Start** button, and then tap **Shut Down**.
- 2 Disconnect the power cord from the wall.
- 3 Spray a small amount of a mild glass cleaner onto the cleaning cloth that came with your HP TouchSmart 9100. You can also use a soft cloth or paper towel dampened with a typical household glass cleaner to clean the touch screen.
- 4 Wipe the surface and each side of the touch screen to remove any dirt, fingerprints, or other debris that could hinder the touch recognition of the screen.



**CAUTION: Do not spray or place the cleaner directly on the screen; spray the cleaner into the cloth, and then wipe the sides and surface of the touch screen.**

**Do not use an abrasive cleaner or cloth when cleaning the sides or the surface of the screen, because this could cause damage to the touch screen.**

# Using the HP TouchSmart with Safety and Comfort

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:

Visit [www.hp.com/ergo](http://www.hp.com/ergo) on the Web.



**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.

Locate the TouchSmart monitor in the room to minimize glare from the screen. You can also reduce glare by tilting the monitor.

The TouchSmart screen can be used as an input device; therefore, the monitor should be placed so that your shoulders and neck are comfortable.

The monitor may need to be moved close to your body to keep your shoulders relaxed while you are touching the screen. Keep your shoulders low and your upper arm close to your body when you touch the screen. The more the screen is used for input, the more important this is. One way to move the monitor closer to you is by placing the keyboard under the monitor.

You can position the monitor in a variety of ways to provide a balance between relaxing your shoulders and keeping your head balanced comfortably over your neck. If you feel discomfort in your shoulders, try moving the monitor closer to your body or lowering the height of the monitor by lowering the work surface. If you feel discomfort in your upper back muscles and neck, try increasing the height of the monitor by increasing the work surface height.

The graphic here shows correct body and monitoring positioning.



The graphic here shows incorrect usage.



## Recycling Your Old Computer Hardware

Disposing of electronic waste responsibly has been an HP priority for more than 20 years. If this computer is a replacement for an older PC you no longer need, go to [www.hp.com/go/recycle](http://www.hp.com/go/recycle) to find out how HP can help you dispose of your old computer with minimum impact on the planet.

The recycling option is not available in all countries/regions.



## What Is HP TouchSmart Software?

The HP TouchSmart software suite comes preinstalled on your new computer. HP TouchSmart is designed to maximize the touch features on your new computer. You can personalize HP TouchSmart for quick access to your favorite online programs, the Web, and RSS feeds. From the HP TouchSmart homepage, quickly view your photos, watch videos, play music, or search the Internet with a few taps.

View the TouchSmart tutorials at [www.hp.com/supportvideos](http://www.hp.com/supportvideos) (English only); just a few minutes will help you navigate through all the software features.

### Opening HP TouchSmart from the Windows desktop

When you first turn on your computer, the Windows 7 desktop opens. To open the touch-friendly HP TouchSmart software, press the HP TouchSmart button on the lower-right side of the computer,


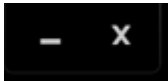

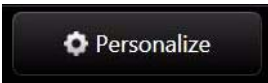


Or

Double-tap the **HP TouchSmart shortcut** icon on the desktop.



## Navigating HP TouchSmart

Use touch or the wireless keyboard and mouse to select and deselect items in HP TouchSmart. Within HP TouchSmart, additional ways to access and navigate programs are shown here.

Action		Description
Go to HP TouchSmart homepage		Tap the <b>House</b> icon to go to the HP TouchSmart homepage.
Close or minimize HP TouchSmart		Tap the <b>Close</b> button on the HP TouchSmart homepage.
Go back to a previous window		Tap the <b>Back Arrow</b> button.
Personalize your HP TouchSmart homepage		Tap the <b>Personalize</b> button on the HP TouchSmart homepage.
Control music (Play, Pause, Skip or Back)		Tap the music controls at the top right of the window.
Go to the Windows desktop		Tap the <b>Windows 7</b> icon in the upper-left corner to minimize HP TouchSmart and go to the Microsoft Windows desktop.

**Action****Description (continued)**

Scroll browsing



To quickly scroll left and right, or up and down, you can touch and drag your finger across the screen in the direction you want to scroll.

There must be enough items for scrolling to work.

Tile View browsing



Drag your finger across the tiles to browse through them, and then tap a tile to open it.

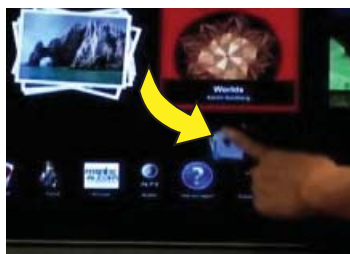
There must be enough items for scrolling to work.

Fan View browsing



Browse your photo, music, and video collections by using the Fan View. From the HP TouchSmart media views, tap the **Fan** icon in the bottom-right corner, drag the fan left or right, and then tap an item to open it.

Move an HP TouchSmart tile to a new location



Press and drag a tile down from the top row, or up from the bottom row, and then left or right, to move it to a new location in the HP TouchSmart window.

Drag and drop songs to create a playlist



Press and then drag an item first up or down at a right angle and then over to the playlist area. You know when the item is selected when a disc icon appears.

Resize a note or a photo (including in Canvas) using two fingers



Touch two fingers at the same time on the tiles, and move the fingers apart to make a tile larger.

Move the two fingers together to make a tile or photo smaller.

Use Windows Input Panel (onscreen keyboard)



Tap inside a text box and the onscreen keyboard appears. If a pencil and pad icon appears, tap the icon. Then use the onscreen keyboard to enter text.



**CAUTION:** Because the HP TouchSmart touch screen uses a sensitive touch technology, to avoid damaging the touch screen, do not apply pressure on the front of the display bezel or around the screen borders.



**CAUTION:** To achieve the best touch sensitivity, keep the screen clean from foreign objects. Avoid excessive dust accumulation on all sides of the screen.

---



**CAUTION:** Like any other home electronic product, keep the HP TouchSmart PC away from liquids or a harsh environment that contains excessive dust, heat, or humidity.

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## Touch Techniques Outside HP TouchSmart Software

To use software and navigate the Windows desktop, you can use the touch screen, keyboard, mouse, or remote control (included with select models only).

Some tasks, such as HP TouchSmart programs, browsing the Internet, or accessing your favorite programs, are better suited to the touch screen. Others are better suited to the keyboard. When you use the Windows Media Center program to watch and record TV programs, the remote control is the best choice.

**NOTE:** Software that you purchase and install separately is accessible by the touch screen, but some programs may be easier to use with a keyboard or mouse.

---

### Tablet input panel (onscreen keyboard)

Use the tablet input panel (onscreen keyboard) to enter text using touch. It can also recognize your handwriting and convert it to typewritten text.

Access an input panel by tapping inside an input dialog, and then tapping the keypad icon to open the handwriting, touch, and text input tool. If you do not see the input panel or if you want to adjust your touch settings, tap the **Start** button, tap **Control Panel**, tap **Mobile PC**, and then tap **Pen and Input Devices**. Select the setting to enable the Input Panel.

You can also tap the **Start** button, tap **All Programs**, tap **Accessories**, and find the input panel.

---

**NOTE:** Handwriting recognition is not available in all languages. If your language is not available, you can use the onscreen keyboard to enter text.

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## HP TouchSmart Tiles

When you open HP TouchSmart software, you see a row of large tiles and a row of small tiles below that. Tiles are shortcuts to software programs, features in HP TouchSmart, or links to Web sites. Use the large tile area for programs you use often, and use the small tiles for the rest of your program shortcuts.

Move these tiles around with your finger by dragging a tile up and out of a row and dropping it to a new location. The tile appears as a transparent image as it moves. You can move the large tiles down to the small tile area or the small tiles up to the large tile area.

Except for the Music tile, applications close as they are dragged to the lower tile row. You can play and control music always with the music icons showing on the top right of the screen.



## Creating new files

- 1 Open the HP TouchSmart homepage by clicking the HP TouchSmart icon.
- 2 Tap the **Personalize** button.
- 3 Select **Create a new file**.
- 4 Select **HP TouchSmart Program**, tap **Windows Program** or **Websites**, and then tap **Next**.
- 5 Select **Choose from a list** to show a list of all software programs in your Programs folder.
- 6 Select the software to add and then tap **OK**.
- 7 In the **Tile Name** box enter a name for the tile. Usually, the program name automatically appears.
- 8 Place a check mark in the **Icon** check box to display the program icon in the tile, and then tap **OK**. Your program shortcut appears as a small tile on the bottom of the HP TouchSmart homepage.
- 9 Tap **OK** to return to the HP TouchSmart homepage.



## Adding a tile for a favorite Web site

To make your touch views more efficient, add some often-visited Web sites to either the large tile or the lower small tile area. You can also add RSS feeds after you subscribe to them from a Web site.

- 1 Open HP TouchSmart, and tap the **Personalize** button.
- 2 Select **Create a New Tile**.
- 3 Select **Websites**, and then tap **Next**.
- 4 Type in the URL for the Web site of your choice, starting with `www` or the equivalent (for example, `www.hp.com/go/touchsmart`). Or select **Choose** from a list to select a Web site from the list of Internet Explorer favorites.
- 5 The option to check the box to display the Web icon may be grayed out if one is not available. You can choose an icon from those displayed below the check box instead. Otherwise, it will display a sample Web page. Your Web site link appears as a small globe in the small tile area on the bottom of the HP TouchSmart homepage.
- 6 Tap **OK** to return to the HP TouchSmart homepage.

Your Web site link will display in the HP TouchSmart Browser.

## Viewing hidden tiles

To view a hidden tile:

- 1 From the HP TouchSmart homepage, tap the **Personalize** button.
- 2 In the list of tiles, tap a tile that is disabled.
- 3 Tap **Show** in the Visibility field.
- 4 Tap **Done** to save your changes and return to the HP TouchSmart homepage.

The tile you enabled is now visible.

## Hiding tiles

To temporarily hide a tile:

- 1 From the HP TouchSmart homepage, tap the **Personalize** button.
- 2 In the list of tiles, tap a tile that is enabled.



- 3 Tap **Hide tile in HP TouchSmart** in the Visibility field.
- 4 Tap **Done** to save your changes and return to the HP TouchSmart homepage.

The tile you disabled is now hidden from view.

## Deleting tiles

- 1 From the HP TouchSmart homepage, tap the **Personalize** button.
- 2 Select **Delete**, and then tap **Yes**.
- 3 Tap **Done**.

Only the shortcut is deleted from the Tile View. The program itself is not deleted.

## Changing tile icons or color

- 1 From the HP TouchSmart homepage, tap the **Personalize** button.
- 2 To choose a tile color, or to change a tile icon, tap the **Change** button and choose an icon.
- 3 Tap **Done**.

## HP TouchSmart Tutorials

Tap this tile to watch new HP TouchSmart tutorials. Get the basics, or browse through the menu to find a subject you want to learn more about.

## HP TouchSmart Browser

### Not available in all countries/regions

HP TouchSmart Browser is a simple viewer for displaying live content in your HP TouchSmart homepage. Its interface is different from the Internet Explorer® interface, and can be more useful. Use it in a large tile to monitor your favorite Web sites as they change content throughout the day.

The HP TouchSmart Browser supports only standard HTML pages. It does not support other display formats, such as RSS feeds. To view RSS feeds, use the HP TouchSmart RSS feed tile.

If you are doing heavy Web surfing, and using sites with a lot of pop-ups, or downloading files with secondary dialog boxes, use Internet Explorer or another standard browser. Internet connection is required.



## RSS Feeds

### Not available in all countries/regions

RSS is a more efficient way of getting information from Web sites and blogs. Instead of searching for updated news and information, you receive updates in the form of a live feed, called an RSS (really simple syndication) feed. Some RSS feeds distribute other types of digital content, including pictures, audio files, videos, or updates, to view when you choose.

HP TouchSmart includes an RSS Feed Reader where you view feeds from Web sites. You can add an RSS Feed tile by adding a new tile and choosing **RSS Feed**.

To subscribe to an RSS feed in Internet Explorer:

- 1 Tap the **Start** button, and then tap **Internet Explorer**.

2 Tap the **Feeds** button to discover feeds on the Web page. Often this is an orange icon.



3 Tap a feed.

4 Tap the **Subscribe to this Feed** button .

5 Type a name for the feed, and then select the folder where you want to create the feed.

6 Tap **Subscribe**.

7 Open HP TouchSmart, and tap the **RSS feeds** tile to view your RSS feeds.

You might have to add a tile and choose **RSS Feed** if you do not already have an RSS tile.

8 Tap the feed title to display it in the RSS reader window. If you tap the arrow button on the feed window, it opens in Internet Explorer outside of HP TouchSmart. When you close the feed, the HP TouchSmart RSS feed window opens.

Keep in mind that RSS feeds take up resources. If you are performing a task and you find you are getting a slower response from the computer, you might try turning off the RSS feeds.

## HP TouchSmart Photo

View and edit your photos, create slideshows, and print photos with HP TouchSmart Photo. If you have an Internet connection and a Snapfish account, you can upload your photos to share with others. The Upload button in TouchSmart Photo links to the Snapfish Web site. (Snapfish is not available in some countries/regions.)

Use two fingers to resize a photo. Touch two fingers at the same time on the photo, and move the fingers apart to make a tile larger.

Move the two fingers together to make a tile or photo smaller.

To rotate a photo, enlarge it by placing your thumb and forefinger at the center of the photo, and use a spreading motion. Tap the rotate arrow at the bottom of the photo. You can also use the Rotate button on the right pane. When you make a slideshow of your photos, rotate your photos so each photo appears in its correct orientation.

From HP TouchSmart, you can access photos stored anywhere on your hard drive.

HP TouchSmart Photo supports the .jpg file format.

## Photo library

You can view any photos you have on your hard drive with HP TouchSmart Photos. To get photos from your camera:

1 Remove the memory card from your camera, and insert it into the memory card reader on the lower-right side of the computer. (Alternatively, use the USB cable that came with the camera, and connect the cable to the camera and then to a USB port in the computer.)

The HP TouchSmart view minimizes automatically and a Microsoft dialog appears.

2 Tap **Open folder to view files**.

3 Tap the **Start** button.

4 Tap **Pictures**.

5 Use an existing folder, or create a new folder, and then with your fingertip, drag and drop the pictures you want into the folder.

6 Return to the HP TouchSmart view by tapping the house icon in the taskbar.

7 Open the **Photos** tile.

- 8 Tap **Folders** in the top menu, and select the folder where you dropped your photos into.
- 9 View your photos.

To preview your photos from your camera memory card directly from the HP TouchSmart homepage (but not download them):

- 1 Tap the back arrow in the upper-left corner of the HP TouchSmart window.
- 2 Tap **Removable Disc**.
- 3 View your photos directly from the memory card.

## Slideshows

Be sure you name your slideshow and then tap **Save**, or the slide show will not be saved. To make a slideshow:

- 1 From the HP TouchSmart homepage, tap the **Photo** tile.
- 2 Choose the source location for your slideshow: **Dates**, **Folders**, **All Photos**, or **Removable Drive**.
- 3 If you want specific photos in your slideshow, create a folder that contains those photos only.
- 4 Tap the **Play Slideshow** button in the lower menu.  
As you watch the slideshow, onscreen controls disappear. Tap the screen to make them reappear.
- 5 Adjust slideshow settings by tapping the **Settings** button, and selecting your settings.  
Examples of HP TouchSmart Photo settings include a feature that fades or moves the photo while transitioning to the next photo, and timing between photos (the default is 5 seconds).
- 6 Enter a name of the slideshow in the text box.
- 7 Tap **Save**.

## Hiding photos

You can hide some of your photos so they do not show up in HP TouchSmart Photo.

- 1 From your Windows desktop, browse to the photo or folder you do not want to show in the Photos tile in HP TouchSmart Photo.
- 2 Right-click the photo, and click **Properties**.
- 3 Click the **General** tab, and **Attributes**, click **Hidden**.

You can still see hidden folders in Windows if you want, by following this procedure:

- 1 Click the **Start** button.
- 2 Click **Control Panel**, and then click **Appearance and Personalization**.
- 3 Click **Folder Options**.
- 4 Click the **View** tab.
- 5 Under Advanced settings, click **Show hidden files and folders**, and then click **OK**.

## Creating (burning) a CD or DVD of photos

See "Creating (burning) a CD or DVD of music or photos" on page 40.

## HP TouchSmart Canvas

The Canvas tile is a virtual interactive collage. Open the Canvas tile and create collages of photographs. Share collages with family, make a poster, or use a collage as your computer desktop background. At the lower part of the tile, tap one of the folders of pictures. Tap the fly-out menu that comes up, and drag the picture you want onto the canvas to add it to the collage. Use a two-finger touch to rotate the picture or resize it.

Tap a free area on the canvas, and draw a circle around several photos. Then, use the tag feature to tag the photos. This is an efficient method of tagging a variety of photos at once.

Tap the top color bar to open a screen to manipulate photos. After you create a collage, be sure to save it.

## HP TouchSmart Music

HP TouchSmart Music lets you organize and play your music easily. Browse your music collection by album, artist, genre, song, or playlist. You can also play CDs, view song titles and album art, and create editable playlists.

Unlike other HP TouchSmart tiles, if you have music playing and drag the music tile to the lower tile row, your music still plays, and control buttons are still visible.

HP TouchSmart accesses your music from the Music folder on your hard drive (you can access this folder by tapping the **Start** button, and then **Music**). If you have downloaded iTunes and have an iTunes account (not included), the iTunes folder resides in this Music folder also.

Using the **Settings** button, choose to access your music from either your Music folder on your hard drive, or from your iTunes folder. You cannot view both libraries at once. The iTunes choice is disabled if you have not downloaded iTunes.

HP TouchSmart Music supports the following music file formats: .mp3, .wma, .wav, .aac, .m4p, and .m4a.

---

**NOTE:** You must install iTunes (not included) and create an account to enable HP TouchSmart to support .m4p and .m4a file formats.

---

## Moving music files into HP TouchSmart Music

First, put music files on your hard drive in your Music folder:

- 1 Click the **Start** button, and click **Music**.
- 2 Navigate to the library where you want your music stored—either the **Music** folder or the **iTunes** folder within the Music folder—and open the library.
- 3 Put music into the Music folder, or the iTunes folder within the Music folder, in several ways:
  - Buy or download free music from the Internet.
  - Transfer music from CDs you own (drag and drop, or cut and paste).
  - Transfer music from an existing library on another computer (by transferring with an external USB drive, connecting the USB drive to the computer, and then dragging and dropping the files into the Music folder).

Next, choose from where HP TouchSmart Music will show music files:

- 4 From the HP TouchSmart homepage, tap **Music**.
- 5 Tap **Settings**, and then tap either **Use HP TouchSmart Media library** (which is the Music folder on your hard drive) or **Use my iTunes library**.

iTunes does not come preinstalled. To use iTunes, you have to have access to the Internet, and download and set up an account with iTunes.

You can see all files from the music folder you chose in HP TouchSmart Music.

## Moving songs from iTunes into HP TouchSmart Music

HP TouchSmart can play music from only one music library at a time. HP TouchSmart Media Library is the default library. To access songs from iTunes (not preinstalled, downloaded separately) and add them to your music library:

- 1 Download iTunes to your hard drive from **www.apple.com/downloads** (Internet access required).
- 2 Set up an iTunes account.
- 3 Open the TouchSmart Music window by tapping the **Music** tile.
- 4 Tap **Settings**, and select **Use my iTunes library**.
- 5 Tap **Save**.

## Album art

Sometimes album art or other album information does not transfer during the music transfer process. In this case, you can find the missing album information. You need the Internet for this procedure.

To find album art when it is missing:

- 1 From the Windows desktop, tap (or click) the **Start** button, tap **Windows Media library** or **iTunes**.

The albums appear in the library.

- 2 Search for the album that does not have artwork.
- 3 Place your cursor over the blank CD icon (the album with no cover art) and right-click.
- 4 In the pull-down menu, click **Find Album Info**.

The application goes to the Internet to find the album.

- 5 Press **Finish** when the album is identified, and wait while the album information is downloaded (cover art, date of production, and more).

You can also create your own art:

- 1 Find a piece of art on the Internet and download it to your hard drive.  
You might find the artwork of the original CD cover, and choose that.
- 2 Open your Music folder and find the album that does not have artwork.
- 3 Drag and drop, or cut and paste, the art to the blank CD icon in your Music folder.

To find album art for music stored in the iTunes library:

- 1 Navigate to the iTunes store and sign in.
- 2 From the **Advanced** menu, select **Get Album Artwork** and follow the directions.

## Creating and editing playlists

Create a playlist by simply dragging songs to the Playlist window.

- 1 Open HP TouchSmart, and select the **Music** tile.
- 2 Select **Album**, and then select an album that contains the songs you want to add.
- 3 You can drag an entire album into the playlist on the right. Or, tap on the album to open it, and then drag individual songs into the playlist.
- 4 To quickly add several selections, tap **Add to List**. Green circles with a **+** (plus sign) appear next to each song in song list view, and next to each album in album tile view.
- 5 Tap the **+** (plus sign) next to a song to add it to the playlist. Repeat until the playlist is complete.
- 6 To rearrange songs in the playlist, drag the song out of the list, and drop it into a different position.
- 7 To delete a song from the playlist, touch and drag it to the **Trash** icon.
- 8 Tap **Save as Playlist**.
- 9 Name the playlist.
- 10 Tap **Save**.  
Your playlist opens. You can close it, delete it, or edit it.

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**IMPORTANT:** Be sure you save your playlist if you want to keep it.

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- 11 After you create a playlist and save it, you can clear the playlist window by tapping **Clear All**.

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**NOTE:** 500 songs can be added to a playlist. If you try to add more than 500, a message appears: *Maximum number of songs in Playlist. Delete one or more items in Playlist before adding new songs.* You can either delete songs, or start another playlist.

---

## Deleting songs

To delete a song from your music library, navigate to your hard drive (from the Windows desktop), open the Music folder where you added your music, and delete it from there.

## Music Store

**Not available in all countries/regions. Internet connection required.**

The Music Store option within the Music tile gives you free access to millions of songs. If you do not have a subscription to Rhapsody, you can still hear 30 seconds of any song in its catalogs. With a (free) subscription to Rhapsody (select locations only), you search for music by What's New, Genres, Channel Guide (radio stations), Playlists, or your own custom playlists. You can also access playlists from people within the music community, editors, and celebrities. You can also find out more about any artist you are listening to.

## Creating (burning) a CD or DVD of music or photos

To record, or *burn*<sup>\*</sup>, a CD of your songs, you must use a CD recording program, such as CyberLink Power2Go or Windows Media Player, which you access through your Windows desktop.

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\* HP supports the lawful use of technology and does not endorse or encourage the use of our products for purposes other than those permitted by copyright law.

To create CDs and DVDs of your music or photos using CyberLink software:

- 1 Tap the **Start** button, tap **All Programs**, and then tap **CyberLink DVD Suite Deluxe**.
- 2 Select the type of media you are using.
- 3 Under Select Source, navigate to your music or photos folder (wherever you store your music or photos on your hard drive).
- 4 Add music or photos by selecting each file, and clicking the red **plus/add (+)** icon to add the file. The file is added to the lower pane.
- 5 After you add at least one file to the lower pane to record on your CD or DVD, the **Burn a Disc** icon is enabled at the top icon bar. Tap that icon when you have added all the files you want to record.
- 6 In the dialog that opens, choose the media settings you want, and select **Burn**.  
A message appears if you have not inserted a writable disc, telling you to do so now.
- 7 Insert a CD or DVD.

The burning process starts.

## HP TouchSmart Video

With HP TouchSmart Video, make your own videos using the built-in webcam, play the videos, and then upload them to YouTube (not available in some countries/regions). YouTube requires an Internet connection.

HP TouchSmart Video also allows you to play videos from your own video camera, and upload them to YouTube or burn them onto a CD or DVD to share. You can access videos stored anywhere on your hard drive.

HP TouchSmart Video supports the following video file formats: .mpg, .mpeg, .dvr-ms, .wmv, .asf, and .avi.

## Webcam and microphone

A built-in webcam and microphone array are located at the top of your computer. Use them to capture videos and have video chats and conference calls using instant messaging software (download the instant messaging software of your choice; it is not included with HP TouchSmart).

The webcam (**A**) and microphones (**B**) are at the top center of the computer. To adjust the viewing angle of the webcam shot, tilt the screen, or use the webcam adjustment lever (**C**) just behind the webcam. For optimal sound recording, you should be within **one-half meter (2 feet)** from the HP TouchSmart computer.



## Capturing webcam video and snapshots

Use HP TouchSmart to record video and take snapshots. Use the YouTube button to upload videos.

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**NOTE:** The YouTube Web site is not available in all countries/regions. YouTube requires Internet connection, and you must set up an account.

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Outside HP TouchSmart software, you can also use CyberLink YouCam software (select models only) to capture webcam video and snapshots. CyberLink YouCam allows you to add special effects to your videos, e-mail videos to your friends, and upload your videos to YouTube.

To use CyberLink YouCam:

Tap the **Start** button, tap **All Programs**, tap **CyberLink YouCam**, tap **CyberLink YouCam**; then tap **Tutorials**, or tap the **Help** icon (?) to access the Help menu.

## Making a video

- 1 To access the webcam, tap the **Video** tile to start.
- 2 At the bottom of the window, tap the **Webcam** button.
- 3 A viewing box opens on the screen and displays what the webcam sees; tilt the screen or move yourself to get a better view.
- 4 If you need time to set up, tap the **3 Second Delay** check box. Tap it again if you want to turn off the feature.



- 5 Tap **Record**.
- 6 When the video is finished, tap **Stop Recording**. To review the video, tap the **Play** video.
- 7 On the right side of the screen, tap **Keep** or **Discard** to keep or discard the video.
- 8 If you tapped **Keep**, tap **Cancel** to exit the webcam feature.
- 9 Find your new video.  
The file name reflects the date and time of recording.
- 10 You can rename the file either in Windows 7 or in HP TouchSmart Video.

## Video playlists

You can organize your videos by creating video playlists, much like you might with music.

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**NOTE:** You must save your playlist if you want to keep it. Name it first, and then the **Save** button is enabled, according to this procedure.

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- 1 From the HP TouchSmart homepage, tap the **Video** tile.
- 2 At the bottom of the screen, tap **Create Playlists**.
- 3 Open a video folder that contains videos you want to select to add to the playlist.
- 4 Drag and drop each video you want into the **Create Playlist** pane, or tap on the green plus sign at the top of each video to add it.
- 5 If you want to select videos from multiple folders, tap the return arrow and select another folder.
- 6 When you are done, tap the text field toward the bottom of the playlist pane to enable it.
- 7 Type a playlist name.
- 8 Tap **Save**.

## Transferring videos to the computer

- 1 Connect your camcorder to the computer by using a USB connector, and follow the onscreen instructions to transfer videos to your hard drive.  
Or  
Download videos from the Internet.
- 2 After you add your videos to the computer, view them in HP TouchSmart Video.  
HP TouchSmart Video can play videos stored anywhere on your hard drive.

## Uploading videos to YouTube

The YouTube Web site is not available in all countries/regions.

You must create an account with YouTube before you can upload your videos to YouTube (select models only). You can set up an account with YouTube from HP TouchSmart Video.

- 1 Open HP TouchSmart, and select the **Video** tile.
- 2 Select **Dates** or **Folders**.
- 3 Tap the video you want to upload to YouTube.
- 4 Tap **Upload to YouTube**.

- 5 Follow the onscreen instructions to create a YouTube account, or you can enter your name and password if you have an existing YouTube account.
- 6 Follow the onscreen instructions to name your video and complete the process of uploading your video to YouTube.

Videos uploaded to YouTube are limited to 10 minutes length.

The webcam resolution is VGA 640 x 480.

## Recording home movies

You can use the CyberLink DVD Suite to record videos to disc. Tap the **Start** button, **All Programs**, **CyberLink DVD Suite**, select the **Video** icon to start the recording program, tap the **Help** menu, and then tap **Help**.

## Video chats and conference calls

To set up a video chat, you must have a connection to the Internet, an ISP, and software that enables you to make video calls over the Internet. As with chat or instant messenger software, you can use this kind of software to chat with one or more people at a time. The software may require a separate subscription, and may not be included with HP TouchSmart.

Before you can set up a video chat:

- 1 Download and set up an account with an Internet messenger or video phone call program (or set up an account with Windows Live Messenger—MSN Hotmail, MSN Messenger, or Passport will work—which is included in select models of HP TouchSmart). The person you are calling must have the same video calling software.
- 2 Open your video phone calling program (for example Windows Live Messenger).
- 3 Find the **Audio and Video setup**, which is usually in the **Tools** menu (in Windows Live Messenger, find the Tools menu by clicking **Show menu**. The Show menu button is in the upper-right corner of the window, and is a small down-arrow icon.).
- 4 Click **Next** when prompted, and if you do not have external speakers, choose **Realtek Integrated speakers**.
- 5 Set your volume, and click **Next**.
- 6 Select your microphone; if you do not have an external microphone, choose **Realtek Integrated microphone**, and click **Next**.
- 7 Choose **HP Webcam** as your video, and follow the rest of the instructions.
- 8 Click **Finish**.
- 9 Open the client and follow the directions to start a video chat.

## HP TouchSmart MovieThemes

With the MovieThemes option on the Video tile, you can make your movies have the same look and feel of some of your favorite films. Tap the tile to open it, and view your options, such as a classic black and white look, or a science fiction look and feel.

# HP TouchSmart Calendar

HP TouchSmart Calendar is a calendar where you manage your (and your family's) schedule. You can view and print scheduled events.

In the Calendar tile, you can import or export events to store in an industry-standard calendar file format (an .ics file) stored in a location you choose on your hard drive.

# HP TouchSmart Notes

With HP TouchSmart Notes, you can create text notes and voice notes using touch, the keyboard, a video, photos, or by recording your own voice. This is a fun way to make notes to yourself or others who use the computer.

## Handwritten or typed notes

Written notes can be typed or handwritten by touch. Use this feature like you would use sticky notes to your family or yourself.

- 1 Open HP TouchSmart, and select the **Notes** tile.
- 2 Select the **Notepad** icon at the bottom of the window.
- 3 Select a paper color by selecting the **Paper** icon on the left, and then select a font color by selecting one of the pen colors on the right.
- 4 Select a tool to enter your text and graphics:
  - Select the **Pen** icon to use your finger.
  - Select the **ABC** icon to use your keyboard, and then press the drop-down arrow to select a font.
  - Select the **Eraser** tool to erase a handwritten message and start over.
- 5 Enter your text by using the tool you selected. You can use more than one tool to create each note. For example, you can type a message and then draw something on the same note.
- 6 When you are finished, tap **Done**. Your note appears on the Notes bulletin board.

## Voice notes

- 1 Open HP TouchSmart, and select the **Notes** tile.
- 2 Select the **Microphone** icon at the bottom of the screen.
- 3 Tap the **Record** button to record a short message.
- 4 Tap the **Stop** button to stop recording your message.
- 5 Tap the **Play** button to review your message.
- 6 Tap **Keep** or **Cancel**. Tap **Done** to save the voice note.



## Deleting notes

To delete a note:

- 1 Open HP TouchSmart, and select the **Notes** tile.
- 2 Press and drag the note to delete into the Recycle Bin in the bottom-right corner of the window.

- 3 Tap the **Recycle Bin** icon to open it, tap to select the items you want to delete, and then tap the **Delete Selected** button.
- 4 Tap **Done**.

To restore a note (you can do this only if you have not deleted the file from the Recycle Bin):

- 1 Open the Recycle Bin.
- 2 Select the note you want to restore (by tapping it).
- 3 Tap the **Restore Selected** button.

## HP TouchSmart Weather

### Not available in all countries/regions

Through the Settings button, you can set up a tile to give a two-day forecast for any city or zip code.

- 1 From the HP TouchSmart homepage, select the **Weather** tile.
- 2 Tap the **Settings** button.
- 3 Tap in the **Set Location** box, and then use your keyboard or the onscreen keyboard to enter a city, state, ZIP, or postal code.
- 4 Tap the **Search** button. Choose the city to display in the **Select Your City** box.
- 5 Select **Fahrenheit** or **Celsius**.
- 6 Tap **OK** to confirm the settings.



Tap the **House** icon to return to the HP TouchSmart homepage.

## HP TouchSmart Clock

Personalize your TouchSmart clock to show the time for one, two, or three different time zones.

## HP TouchSmart Recipe Box

### Not available in all countries/regions. Internet connection required.

The Recipe Box tile is an interactive way to have your computer dictate recipe ingredients and procedures while you cook. As you do the preparation and cooking, the computer talks you through it. If you need more time, you tell it to stop, and then when you are ready, it continues from where it left off.

The computer needs to be fairly close to the kitchen for the interactive feature to work well. Alternatively, a Bluetooth connection allows interaction from a much greater distance. To enable a Bluetooth connection, tap **Settings** and tap **Next** through the Bluetooth wizard to set up your headset. When you connect the next time, you automatically connect to the previous Bluetooth headset selected. You can also do a quick search for other Bluetooth devices.

First, choose a category, such as **Desserts**, **Meals**, **Seafood**, or **Starters**. You can add other categories and choose an icon to attach to that category, and then you can edit it later. Choose the dish you want to make.

Tap the information guide to enable voice commands. The information guide recites all ingredients and then the procedures. You do not need to refer to a recipe; you get it all by the HP TouchSmart voice instruction. The instructions stop after each line, so you can complete the procedure at your own pace. When you say the command to Start, the guide gives you the recipe, but stops after each line until you say Continue.

You can ask the guide to Repeat, and the guide repeats from the last line. You can also choose to have the guide read the entire recipe.

You can also add recipes manually, or copy and paste them. Or browse for a recipe on the Internet from a selected list of online recipes.

If you are the kind of cook who edits your recipes, you can also edit recipes and then save them for your archives.

## HP TouchSmart Twitter

### **Not available in all countries/regions**

Twitter requires an Internet connection and a Twitter account. Join the twittering crowd with the HP, touch-friendly version of Twitter. Send short text messages to your friends and followers. Find out what they're talking about.

In the **Search** field, you can enter a current or favorite movie, a news event, or a question, such as how to train for a marathon, and you can see comments and opinions from the entire Twitter community—outside your own Twitter friends and family.

Click **Settings** to configure your account details such as how to receive notices, and how to customize your account's design.

## HP TouchSmart Netflix

### **Not available in all countries/regions**

An Internet connection and a Netflix account is required. With Netflix you can instantly watch movies (even some new releases) and TV episodes streamed from Netflix to your computer. Tap the tile to open it and follow the directions.

## Live TV

### **Select models only. TV tuner required.**

With Live TV you can watch local TV and cable content. The tile contains an electronic programming guide so you can easily find TV programs. Use the digital video recorder (DVR) function to record your favorite shows.\*

## HP TouchSmartLink

With TouchSmartLink software you can transfer photos and contacts from your mobile phone to your HP TouchSmart PC using Bluetooth wireless technology that comes with the mobile phone.

HP TouchSmartLink works with mobile phones that support the FTP/Obex file transfer protocol. All Windows Mobile OS phones should work with HP TouchSmartLink.

## Updating Software

Check [www.hp.com/go/touchsmart](http://www.hp.com/go/touchsmart) for updated software and new software features.

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\* Availability of signals limited by the strength and accessibility of the originating TV signal, location and other factors. Performance issues may arise, and do not constitute defects in the product.

# Software Quick Reference Table

In addition to the HP TouchSmart software suite, you may have the following programs installed. Some of the software listed in the following table is included with select models only. This is not a complete list of all the software included with your computer.

To open any of these programs, tap the **Start** button, **All Programs**, select the program folder (for example, **DVD Play**), and then tap the program name to open the software.

## With this program: You can:

DVD Play



- Play DVD movies, video CDs (VCDs), and Blu-ray discs.
- Use the Zoom and Pan features.
- Create viewing bookmarks.

CyberLink DVD Suite



- Includes various programs, such as: Power2Go, YouCam (select models only), LabelPrint, and PowerDirector. See the programs listed in this table for more details about the program features.

CyberLink Power2Go



- Record data and music files.
- Record a copy of an existing music or data CD for use on your computer.
- Create customized music CDs from CDs in your collection, or from .wav, .mp3, or .wma files. You can play these CDs on your home or car stereo.
- Copy and share data files.
- Create archive CDs or DVDs from files on your computer.
- Copy video files.
- Verify that the disc has been created without errors.

CyberLink YouCam



- Capture and edit webcam video and snapshots.
- Upload your videos to YouTube. (The YouTube Web site is not available in all countries/regions).
- Start a video chat.
- Send your videos to friends and family.

CyberLink LabelPrint



- Print labels to attach directly to a disc.
- Create song title inserts for your CD cases.

## With this program: You can: (continued)

CyberLink  
PowerDirector



- Record movie files to create VCDs and DVDs that you can play on some DVD players.
- Copy and share video files.
- Capture video files.
- Edit video files.

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HP Advisor



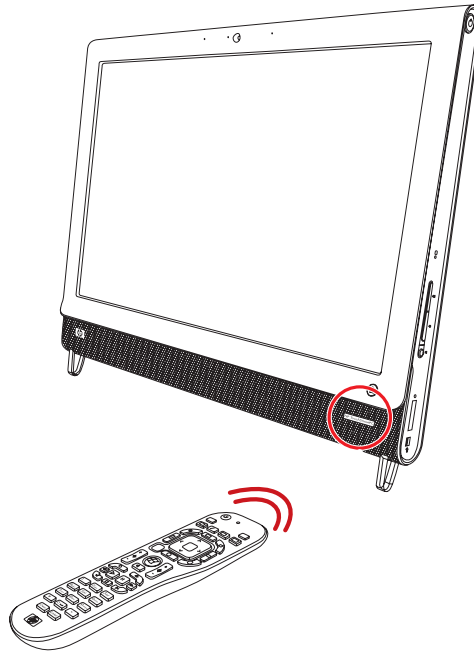
- Quickly organize the Web links you want to keep available to you on your desktop.
  - Comparison-shop by using the convenient shopping search engine.
  - Get HP software and driver updates.
  - Get important messages from HP.
  - Access PC Health and Security and PC Help tools.
-





## Using the Remote Control

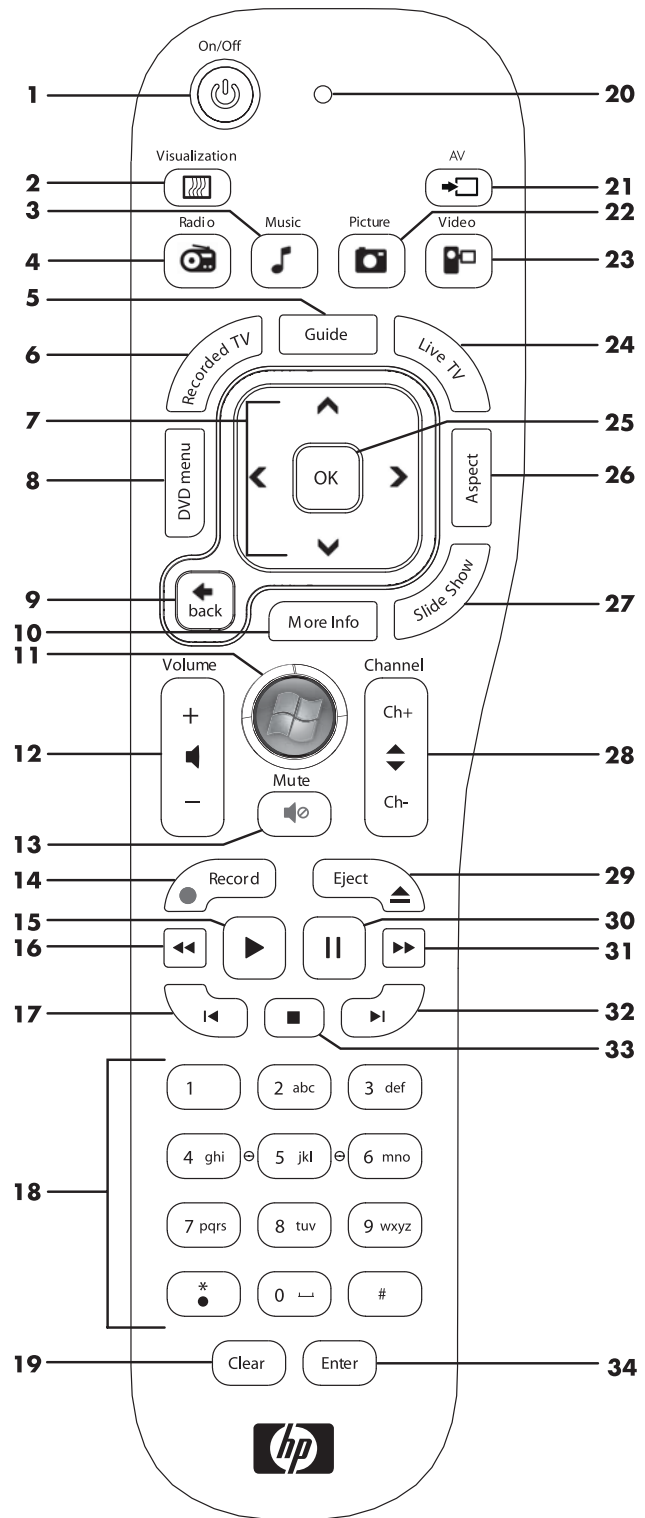
Select models only



The remote control works with Windows Media Center and other software. This remote control helps you navigate around and control the computer, just as a TV remote control helps you navigate cable TV options or control the playback of a movie in a DVD player.

## Remote control buttons

- 1 **On/Off** — Puts the computer into and out of a power-reduced Sleep mode. It does not turn the computer off.
- 2 **Visualization** — Displays visual imagery synchronized to the sound of the music tracks.
- 3 **Music** — (Windows Media Center only) Opens the Music Library window in Windows Media Center.
- 4 **Radio** — (Windows Media Center only) Opens the FM Radio window in Windows Media Center.
- 5 **Guide** — (Windows Media Center only) Opens the Television Program Guide.
- 6 **Recorded TV** — (Windows Media Center only) Opens the recorded TV window where recorded TV programs are displayed.
- 7 **Arrows** — Move the cursor to navigate and select actions.
- 8 **DVD menu** — Opens the Play DVD window in Windows Media Center or opens the main menu of a DVD movie, if available.
- 9 **Back** — Returns to the previous window.
- 10 **More Info** — Displays available information about a selected media file and displays other menus.
- 11 **Start** — Opens Windows Media Center main menu.
- 12 **Volume** — Increases (+) or decreases (-) volume.
- 13 **Mute** — Turns computer sound off. The word *Mute* displays onscreen when Mute is turned on.
- 14 **Record** — Records a selected television program and stores it on the hard disk drive.
- 15 **Play** — Plays the selected media.
- 16 **Rewind** — Moves the media backward at three speeds.
- 17 **Skip Backward** — Moves media backward 7 seconds or to the beginning of a music track or a DVD chapter.
- 18 **0 through 9, \*, ., #** — Enters text and numbers into a search or text box. Pressing a number button repeatedly toggles through the characters on that button. Press Enter to select a character.
- 19 **Clear** — Deletes the last character entered.
- 20 **LED** — Activity indicator light. The LED tells you that the remote control is emitting a signal when you press a button.
- 21 **AV** —
- 22 **Picture** —
- 23 **Video** —
- 24 **Recorded TV** —
- 25 **Guide** —
- 26 **Live TV** —
- 27 **Aspect** —
- 28 **Volume** —
- 29 **Record** —
- 30 **Eject** —
- 31 **Play** —
- 32 **Skip Backward** —
- 33 **Skip Forward** —
- 34 **Clear** —



- 21 A/V source button** — Toggles through three sources: PC, HDMI, and composite video when the system is connected to the upper-left display-only ports.
- 22 Picture** — (Windows Media Center only) Opens the Pictures Library window.
- 23 Video** — (Windows Media Center only) Opens the Videos Library window.
- 24 Live TV** — (Windows Media Center only) Displays the full-screen view of live TV. Moves a TV program forward to the end of the pause buffer and resumes playing live TV.
- 25 OK** — Selects the desired action or window option and acts as the Enter key.
- 26 Aspect** — Changes the aspect ratio of the display. Zooms in on the picture three times, and then returns to the full-screen aspect ratio.
- 27 Slide Show** — (Windows Media Center only) Plays a slide show of all the pictures on the hard disk drive.
- 28 Ch+ and Ch-** — Changes the TV channels or moves pages up and down, depending on available options. Moves to the next DVD chapter.
- 29 Eject** — Ejects a CD or DVD.
- 30 Pause** — Pauses audio and video tracks and live or recorded TV programs.
- 31 Fast Forward** — Moves the media forward at three speeds.
- 32 Skip Forward** — Moves the media forward 30 seconds in videos and live TV, one music track, or one DVD chapter.
- 33 Stop** — Stops the media currently playing.
- 34 Enter** — Selects the desired action, menu, or window option.



# Software Troubleshooting and System Recovery

## 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 56) — 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 56) — Allows reinstallation of the factory-installed software or hardware driver by using the Recovery Manager program.
- System recovery — 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.

---

## 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 58 for details.

# 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 59.

---

**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 DVD+RW, DVD-RW, DVD+RW DL, DVD-RW DL, DVD+R DL, DVD-R DL, or CD 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 Tap the **Start** button, **All Programs**, **Recovery Manager**, and then tap **Recovery Disc Creation**. If prompted, tap **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 [www.hp.com/support](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 keyboard and mouse.
- 3 Turn on the computer.
- 4 Tap the **Start** button, **All Programs**, **Recovery Manager**, and then tap **Recovery Manager**. If prompted, tap **Yes** to allow the program to continue.
- 5 Under I need help immediately, tap **System Recovery**.
- 6 Tap **Yes**, and then tap **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 60.

---

- 7 Under I need help immediately, tap **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)** button, and then tap **Next**. Otherwise, select **Recover without backing up your files** button, and then tap **Next**.  
System recovery begins. After system recovery is complete, tap **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.

## 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 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, tap **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)** button, and then tap **Next**. Otherwise, select **Recover without backing up your files** button, and then tap **Next**.

System recovery begins. After system recovery is complete, tap **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.

## 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 58.

---

**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 Disconnect all peripheral devices from the computer, except the keyboard and mouse.
- 3 Insert recovery disc #1 into the DVD drive tray, and close the tray.
- 4 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.
- 5 Disconnect all peripheral devices from the computer, except the monitor, keyboard, and mouse.
- 6 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**.
- 7 Under I need help immediately, click **Factory Reset**.
- 8 If you are prompted to back up your files, and you have not done so, select **Back up your files first (recommended)** button, and then click **Next**. Otherwise, select **Recover without backing up your files** button, and then click **Next**.
- 9 If you are prompted to insert the next recovery disc, do so.
- 10 When the Recovery Manager is finished, remove all recovery discs from the system.
- 11 Click **Finish** to restart the computer.

## 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, tap the **Start** button, **All Programs**, **HP**, and then tap **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 Tap the **Start** button, and then tap **Control Panel**.
- 2 Tap **System and Security**.
- 3 Under Action Center, tap **Find and fix problems (troubleshooting)**.



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