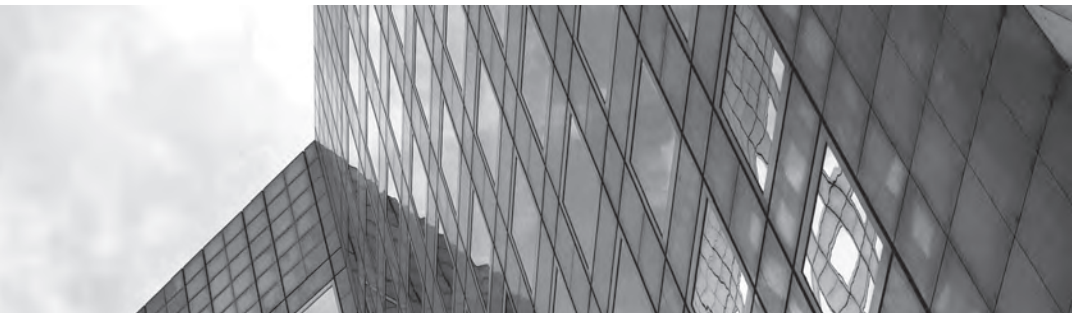



# Getting Started

HP Compaq Notebook PC

Tagged for Accessibility





**Looking for more user guides?** They are on your computer.  
Click **Start**  **> Help and Support > User Guides**

HP is committed to reducing the environmental impact of our products and printed user guides. As part of this effort, we are now putting product information on your computer hard drive in Help and Support. We are also moving content to the Web. This *Getting Started* guide provides setup steps and directs you to additional information about your new product.

Tagged for Accessibility




**E-mail Alert**

Keep this product up to date with the **latest drivers, patches,** and **notifications.** Sign up now at [www.hp.com/go/alerts](http://www.hp.com/go/alerts) to receive e-mail alert notifications.

# Basic Setup

## 1 Unpack the box

 Computer color, features, and options may vary by computer model. The illustrations in this guide may look slightly different from your computer.



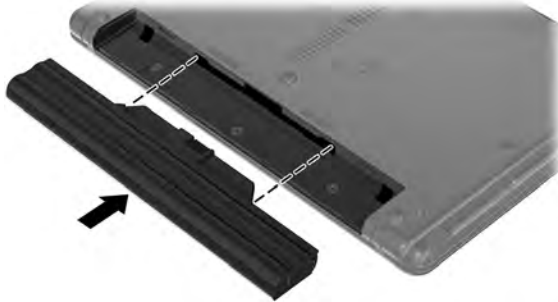
Component	Component
❶ AC adapter	❷ Power cord*
❸ Computer	❹ Modem cable <sup>†</sup> (select models only)
❺ Battery*	

\*Batteries and power cords vary in appearance by country or region.

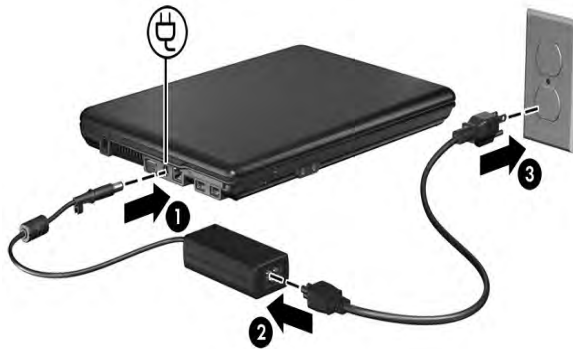
<sup>†</sup>The modem cable is necessary only if you are using dial-up networking.

## 2 Insert the battery

**WARNING:** To reduce potential safety issues, use only the AC adapter or battery provided with the computer, or a replacement AC adapter or battery provided by HP.



## 3 Connect the computer to external power



**WARNING:** To reduce the risk of electric shock or damage to your equipment, observe these practices:

- Plug the power cord into an AC outlet that is easily accessible at all times.
- Disconnect power from the computer by unplugging the power cord from the AC outlet (not by unplugging the power cord from the computer).
- If provided with a 3-pin attachment plug on your power cord, plug the cord into a grounded (earthed) 3-pin outlet. Do not disable the power cord grounding pin, for example, by attaching a 2-pin adapter. The grounding pin is an important safety feature.

Leave the computer connected to external power until the battery light turns off.

## 4 Open the computer



## 5 Turn on the computer



## 6 Set up the software

After the computer is turned on, the software setup process begins. The on-screen instructions guide you through setting up and registering your computer. After you respond to the setup prompt, you must complete the entire setup process without interruption.



Please select your language carefully. On some models, the languages you do not choose are deleted from the system and cannot be restored during software setup.

# What's Next?

## Locating the electronic manuals

For detailed information about your computer, such as power management, drives, memory, security, and other features, click **Start**, click **Help and Support**, and then click **User Guides**. You do not need to connect to the Internet to access the user guides in Help and Support.



A *User Guides* disc may have also been included with your computer.

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## Finding more information

In Help and Support, you can find information about technical support and about the operating system, drivers, and troubleshooting tools. To access Help and Support, click **Start**, and then click **Help and Support**. For country- or region-specific support, go to <http://www.hp.com/support>, select your country or region, and follow the on-screen instructions.



**WARNING:** To reduce the risk of serious injury, read the *Safety & Comfort Guide*. It describes proper workstation setup and proper posture, health, and work habits for computer users. The *Safety & Comfort Guide* also provides important electrical and mechanical safety information. To access this document, click **Start**, click **Help and Support**, and then click **User Guides**, or refer to the *User Guides* disc included with some models. The *Safety & Comfort Guide* is also available on the Web at <http://www.hp.com/ergo>.

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For more safety and regulatory information, and for battery disposal information, refer to the *Regulatory, Safety and Environmental Notices*. To access the notices, click **Start**, click **Help and Support**, and then click **User Guides**, or refer to the *User Guides* disc included with some models.

## Backing up and recovering

To protect your information, use the Windows Backup utility to back up files and folders or create recovery points. In case of system failure, you can use the backup files to restore your computer.

Windows provides the following advanced backup and recovery options:


- Backing up individual files and folders
- Backing up all files and folders
- Scheduling automatic backups

- Creating recovery points
- Recovering information

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 For instructions on these procedures, go to Help and Support.

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 For additional information, go to the *Backup and Recovery* guide in Help and Support.

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## Backing up


Recovery after a system failure is as complete as your most current backup. You should create your initial backup immediately after software setup. As you add new software and data files, you should continue to back up your system on a regular basis to maintain a reasonably current backup.

Use the Windows Backup utility to create a backup. Click **Start**, click **All Programs**, click **Accessories**, click **System Tools**, and then click **Backup**. Follow the on-screen instructions to back up your files.

## Recovering

In case of system failure, use the *Operating System* disc and the *Driver Recovery* disc that are included with the computer to recover your operating system and programs.


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 **CAUTION:** The recovery process reformats and completely erases the hard drive. All files you have created and any software installed on the computer are permanently removed. The recovery process reinstalls the original operating system as well as software and drivers. Software, drivers, and updates not installed by HP must be manually reinstalled. Personal files must be restored from a backup.

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1. If possible, back up all personal files.
2. Insert the *Operating System* disc into the optical drive.
3. Shut down the computer.
4. Turn on the computer.
5. Follow the on-screen instructions.

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 Windows provides additional recovery tools through the operating system. For additional information, go to Help and Support.


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## Turning off the computer

To turn off the computer:

1. Save your work and close all programs.
2. Click **Start**, click **Turn Off Computer**, and then click **Turn Off**.

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 If you have been registered to a network domain, the button you click is called Shut Down instead of Turn Off Computer.

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# Product Information and Troubleshooting

## Input power

The computer operates on DC power, which can be supplied by an AC or a DC power source. Although the computer can be powered from a standalone DC power source, it should be powered only with an AC adapter or a DC power source supplied and approved by HP for use with this computer.

The computer can operate on DC power within the following specifications.

<b>Input power</b>	<b>Rating</b>
Operating voltage	18.5 V dc @ 3.5 A - 65 W or 19.0 V dc @ 4.74 A - 90 W
Operating current	3.5 A or 4.74 A

This product is designed for IT power systems in Norway with phase-to-phase voltage not exceeding 240 V rms.

## Operating environment

<b>Factor</b>	<b>Metric</b>	<b>U.S.</b>
<b>Temperature</b>		
Operating (not writing to optical disc)	0°C to 35°C	32°F to 95°F
Operating (writing to optical disc)	5°C to 35°C	41°F to 95°F
Nonoperating	-20°C to 60°C	-4°F to 140°F
<b>Relative humidity (noncondensing)</b>		
Operating	10% to 90%	10% to 90%
Nonoperating	5% to 95%	5% to 95%
<b>Maximum altitude (unpressurized)</b>		
Operating	-15 m to 3,048 m	-50 ft to 10,000 ft
Nonoperating	-15 m to 12,192 m	-50 ft to 40,000 ft



## Traveling with the computer

For best results, follow these traveling and shipping tips:

- Prepare the computer for traveling or shipping:
  1. Back up your information.
  2. Remove all optical discs and all external media cards, such as digital cards and ExpressCards.
    - △ To reduce the risk of damage to the computer, damage to a drive, or loss of information, remove the media from a drive before removing the drive from a drive bay, and before shipping, storing, or traveling with a drive.
  3. Turn off and then disconnect all external devices.
  4. Shut down the computer.
- Take along a backup of your information. Keep the backup separate from the computer.
- When traveling by air, carry the computer as hand luggage, and do not check it in with the rest of your bags.

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


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- In-flight computer use is at the discretion of the airline. If you plan to use the computer during a flight, check with the airline in advance.
  - If the computer will be unused and disconnected from external power for more than 2 weeks, remove the battery and store it separately.
  - If you are shipping the computer or a drive, use suitable protective packaging and label the package “FRAGILE.”
  - If the computer has a wireless device or a cell phone device installed, such as an 802.11b/g device, a Global System for Mobile Communications (GSM) device, or a General Packet Radio Service (GPRS) device, the use of these devices may be restricted in some environments. Such restrictions may apply onboard aircraft, in hospitals, near explosives, and in hazardous locations. If you are uncertain of the policy that applies to the use of a particular device, ask for authorization to use it before you turn it on.
  - If you are traveling internationally, follow these suggestions:
    - Check the computer-related customs regulations for each country on your itinerary.
    - Check the power cord and adapter requirements for each location in which you plan to use the computer. Voltage, frequency, and plug configurations vary.
- ⚠ To reduce the risk of electric shock, fire, or damage to the equipment, do not attempt to power the computer with a voltage converter kit sold for appliances.

## Routine care

### Cleaning the display

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 **CAUTION:** To prevent permanent damage to the computer, never spray water, cleaning fluids, or chemicals on the display.

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To remove smudges and lint, frequently clean the display with a soft, damp, lint-free cloth. If the screen requires additional cleaning, use premoistened antistatic wipes or an antistatic screen cleaner.

### Cleaning the keyboard

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 **WARNING:** To reduce the risk of electric shock or damage to internal components, do not use a vacuum cleaner attachment to clean the keyboard. A vacuum cleaner can deposit household debris on the keyboard surface.

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Clean the keyboard regularly to prevent keys from sticking and to remove dust, lint, and particles that can become trapped beneath the keys. A can of compressed air with a straw extension can be used to blow air around and under the keys to loosen and remove debris.

## Troubleshooting resources

If you experience computer problems, perform these troubleshooting steps in the order provided until the problem is resolved:

1. Refer to “Quick troubleshooting,” the next section in this chapter.
2. Access Web site links and additional information about the computer through Help and Support. Click **Start**, and then click **Help and Support**.
3. Contact technical support:
  - a. Open your Web browser, and then click **Start**.
  - b. Click **Help and Support**, and then click **Contact support** to start a chat session with a support specialist.


– or –

Refer to the *Worldwide Telephone Numbers* booklet, included with the computer, for contact information.

## Quick troubleshooting

### The computer is unable to start up

If the computer does not turn on when you press the power button, adequate power may not be available to the computer. The following suggestions may help you determine why the computer will not start up:


- If the computer is plugged into an AC outlet, unplug the computer and then plug another electrical device into the outlet to be sure that the outlet is providing adequate power.
  -  Use only the AC adapter provided with the computer or one approved by HP for this computer.
- If the computer is running on battery power or is plugged into an external power source other than an AC outlet, plug the computer into an AC outlet using the AC adapter. Be sure that the power cord and AC adapter connections are secure.

### The computer screen is blank

If the screen is blank, the computer may not be set to display the image on the computer screen. To transfer the image to the computer screen, press **fn+f4**.

### Software is functioning abnormally

Follow these suggestions if the software becomes unresponsive or responds abnormally:

- Restart the computer. Click **Start**, click **Turn Off Computer**, and then click **Restart**.
- 
-  If you have been registered to a network domain, the button you click is called Shut Down instead of Turn Off Computer.
- 


If you cannot restart the computer using this procedure, refer to the next section, “The computer is on but is not responding.”

- If you have antivirus software installed on your computer, run the virus scan. Refer to the antivirus software Help for more details.

### The computer is on but is not responding

If the computer is on but is not responding to software or keyboard commands, try the following emergency shutdown procedures in the sequence provided, until shutdown occurs:


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 **CAUTION:** Emergency shutdown procedures will result in the loss of unsaved information.

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- Press and hold the power button on the computer for at least 5 seconds.
- Disconnect the computer from external power and remove the battery.

## The computer is unusually warm


 **WARNING:** To reduce the possibility of heat-related injuries or of overheating the computer, do not place the computer directly on your lap or obstruct the computer air vents. Use the computer only on a hard, flat surface. Do not allow another hard surface, such as an adjoining optional printer, or a soft surface, such as pillows or rugs or clothing, to block airflow. Also, do not allow the AC adapter to contact the skin or a soft surface, such as pillows or rugs or clothing, during operation. The computer and the AC adapter comply with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950).

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It is normal for the computer to feel warm to the touch while it is in use. But if the computer feels unusually warm, it may be overheating because a vent is blocked.

If you suspect that the computer is overheating, turn off the computer to allow the computer to cool to room temperature. Then be sure to keep all vents free from obstructions while you are using the computer.

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 The fan in the computer starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.

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## An external device is not working


Follow these suggestions if an external device does not function as expected:

- Turn on the device according to the manufacturer's instructions.
- Be sure that all device connections are secure.
- Be sure that the device is receiving electrical power.
- Be sure that the device, especially if it is older, is compatible with the operating system.
- Be sure that the correct drivers are installed and updated.

## The WLAN connection is not working

If a WLAN connection is not working as expected, follow these suggestions:

- Be sure that the wireless light on the computer is on.
- Be sure that the computer wireless antennae are free from obstructions.
- Be sure that the DSL or the cable modem and its power cord are properly connected and that the power lights are on.
- If applicable, be sure that the wireless router (access point) is on and properly connected to the DSL or the cable modem.
- Disconnect and then reconnect all cables, and turn the power off and then back on.

 For more information on wireless technology, refer to the relevant help topics and Web site links in Help and Support.

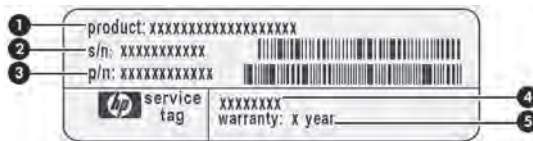
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# Contacting technical support

If the solutions in the “Troubleshooting” section of this guide did not address your problem, contact technical support.

Click **Start**, click **Help and Support**, and then click **Contact support** to start a chat session with a support specialist. You can also refer to the *Worldwide Telephone Numbers* booklet, included with the computer, for contact information.

The service tag, located on the bottom of the computer, provides important information that you may need when contacting technical support.



Component	Description
1 Product name	This is the product name affixed to the front of your computer.
2 Serial number (s/n)	This is an alphanumeric identifier that is unique to each product.
3 Part number/product number (p/n)	This number provides specific information about the product's hardware components. The part number helps a service technician to determine what components and parts are needed.
4 Model description	This is the number you use to locate documents, drivers, and support for your computer.
5 Warranty period	This number describes the duration of the warranty period for this computer.

For more information about HP products and services, see the HP Web site at <http://www.hp.com>

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