



Getting Started

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Understanding hard disk drive space

The hard disk drive on the Hewlett-Packard and Compaq computers with the Microsoft® Windows operating system preinstalled may appear to be smaller than the size stated in the product specifications, in the documentation, or on the box. Hard disk drives are described and advertised by manufacturers in terms of decimal (base 10) capacity. Microsoft Windows and other programs, such as FDISK, use the binary (base 2) numbering system.

In decimal notation, one megabyte (MB) is equal to 1,000,000 bytes, and one gigabyte (GB) is equal to 1,000,000,000 bytes. In the binary numbering system, one megabyte is equal to 1,048,576 bytes, and one gigabyte is equal to 1,073,741,824 bytes. Because of the different measuring systems, you may see a difference between the size reported by Microsoft Windows and the size advertised. The storage capacity of the hard disk drive is as advertised.

Microsoft Windows reports smaller capacity in the Windows Explorer tool and in the computer window because it shows information about one partition on the hard disk drive at a time. One of the partitions contains the System Recovery information.



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1 Getting information


Type of information	Where to find
<ul style="list-style-type: none"> Set up your computer. 	Setup documentation included with your computer.
<ul style="list-style-type: none"> See how-to videos about using the features of your computer. 	Visit www.hp.com/support/videos (English only) Tap the Tutorial icon (select models only) in the carousel within the HP TouchSmart application.
<ul style="list-style-type: none"> Use the computer. Connect to the Internet. Recover factory settings. 	<i>Getting Started</i> (this guide)
<ul style="list-style-type: none"> Troubleshoot the most common computer hardware and software issues. Find links to driver updates. Read frequently asked questions. 	Help and Support: Tap the Start button, and then tap Help and Support .
<ul style="list-style-type: none"> Learn how to use the Microsoft® Windows® 7 operating system. Find Windows 7 support information. 	Windows 7 troubleshooting tools: <ol style="list-style-type: none"> Tap the Start button, tap Control Panel, and then tap System and Security. Under Action Center, tap Find and fix problems (troubleshooting). HP Support website: www.hp.com/support Visit www.hp.com/go/win7
<ul style="list-style-type: none"> Find electronic user guides and specifications for your computer model. Order parts and find additional troubleshooting help. 	HP Support website: www.hp.com/support
<ul style="list-style-type: none"> Upgrade or replace components of your computer. 	<i>Upgrading and Servicing Guide</i> Tap the Start button, tap All Programs , and then tap User Guides . If the guide is not available there, visit www.hp.com/support







Type of information	Where to find
<ul style="list-style-type: none">Find computer warranty information.Get technical support.	<p><i>Limited Warranty and Support Guide</i> or the <i>Warranty and Support Information</i> included with your computer.</p>
<ul style="list-style-type: none">Get up-to-date information and help from the Windows community.	<p>www.hp.com/support/consumer-forum</p>
<ul style="list-style-type: none">Connect to a TV.	<p>Setup documentation included with your computer.</p> <p><i>Watching and Recording TV</i></p> <p>Tap the Start button, tap All Programs, and then tap User Guides.</p> <p>If the guide is not available there, visit www.hp.com/support</p>
<ul style="list-style-type: none">Get special utilities for computer owners.	<p>PC Help & Tools folder</p> <p>Tap the Start button, tap All Programs, and then tap PC Help & Tools.</p>
<ul style="list-style-type: none">Maintain your computer.	<p>HP Support Assistant — Maintains your computer performance and resolve problems faster by using automated updates, onboard diagnostics, and guided assistance.</p> <p>Tap the Start button, tap All Programs, tap HP, and then tap HP Support Assistant.</p>
<ul style="list-style-type: none">Find ergonomic information.	<p><i>Safety & Comfort Guide</i></p> <p>Tap the Start button, tap All Programs, and then tap User Guides or visit www.hp.com/ergo.</p>
<ul style="list-style-type: none">Wall-mounting your computer (select HP TouchSmart PC models only).	<p><i>Wall-Mounting your HP TouchSmart</i></p> <p>Tap Start, tap All Programs, and then tap User Guides.</p> <p>If the guide is not available there, visit www.hp.com/support</p>

 **WARNING!** To reduce the risk of electrical shock or damage to your equipment: Place the computer in a location away from water, dust, moisture, and soot. These can increase the inside temperature, or can cause fire or electrocution.

 **WARNING!** Do not disable the power cord grounding plug. Plug the power cord in a grounded (earthed) outlet that is easily accessible at all times.





⚠ WARNING! Disconnect power from the equipment by unplugging the power cord from the electrical outlet.

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

⚠ WARNING! To prevent direct exposure to a laser beam, do not try to open the enclosure of the CD or DVD drives.

NOTE: Some features might not be available on systems that are shipped without a version of Microsoft Windows.




2 Features

Features vary by model.

The HP TouchSmart PC is a touch-enabled high-performance computer built into a high-definition widescreen display. The slim computer offers select features, that vary by model, such as an adjustable webcam, a CD/DVD and Blu-ray player and burner, Bluetooth capability, USB ports, a media card reader, Wireless 802.11n networking, full support for Beats Audio™ devices (sold separately), and high quality speakers.

Select HP TouchSmart PC models can be mounted on a wall using a standard VESA wall-mounting device. The hardware to adapt the computer for wall mounting (not the actual wall mount) is included in select HP TouchSmart PC models and can be purchased separately.

The HP TouchSmart 4.0 application is designed to maximize the touch-enabled capabilities of your computer. Some of the new features included in the HP TouchSmart 4.0 application are: the Magic Canvas, creating Magnets, easy interaction with other software applications, and creating website shortcut tiles. To launch the software, tap the HP TouchSmart icon  on the desktop, or tap the **Start** button and then tap **HP**

TouchSmart.

- **The Magic Canvas**

- Access a submenu, by tapping on the Magic Canvas, to change the background, write a note on the Magic Canvas and leave it there, and filter the media types that appear on your screen.
- Customize the appearance of your Magic Canvas with stationary and moving objects.
- Place playlists, slide shows, music, graffiti, videos, and photos on your Magic Canvas.
- A carousel, of available applications and your favorite website shortcuts, appears at the bottom of the screen. Make a left and right sliding motion with your finger over the carousel to scroll continuously through the applications and website shortcuts.

- **Creating Magnets**

- Drag content from an application (photos, music, playlists, notes, calendars) onto the Magic Canvas.
- Create shortcuts to content.
- Interact with magnets without having to open the application.
- Pin magnets to the Magic Canvas to prevent them from scrolling off.

- **Interaction with Applications**

- All active applications are highlighted in the carousel.
- Applications can be scrolled on or off the screen.
- Bring an application into view by touching it in the carousel.
- View all applications and website shortcuts by tapping the Quick Launch button.
- Size application views to full screen, partial screen, or icon.

- **Website Tiles**

Add shortcut tiles to your favorite websites into the carousel.



3 Setting up your computer

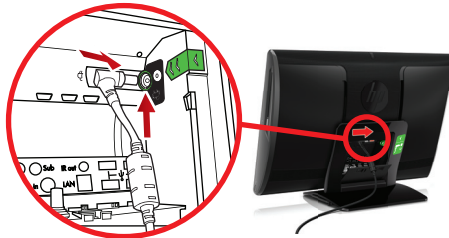
- ❑ Follow the steps in the setup documentation included with your computer.
- ❑ Place the computer so that all ventilation openings are unobstructed and cabling is not in a walkway or where it can be stepped on or damaged by placing furniture on it.
- ❑ Connect all power cords from the computer and accessories to a power surge protection device that is specifically labeled as having surge protection, an uninterruptible power supply (UPS), or a similar device. If the computer has a television tuner or telephone connection, protect the computer by using surge protection with these signal inputs as well. Connect the television cable or the telephone line cord to the surge protection device, and then connect the device to the computer.
- ❑ Download and install operating system updates.
- ❑ Look in the computer box for additional printed details or updates.
- ❑ Read the *Safety and Regulatory Information* document. Tap the **Start** button, tap **All Programs**, and then tap **User Guides**.
- ❑ Read the *Safety & Comfort Guide* for proper workstation setup, posture, health and work habits, and electrical and mechanical safety information. Tap the **Start** button, tap **All Programs**, and then tap **User Guides** or visit www.hp.com/ergo.

Connecting your computer

1. Squeeze the two tabs on the rear door at the back of the computer and pull the door open.



2. Reach into the rear cavity framed by the computer stand, and plug the power cord into the power connection at the top right corner.



3. Plug the three-pronged power plug into a power outlet.



4. On both the wireless keyboard and the wireless mouse pull the white tabs in the direction of the red arrows.



5. Press the Power button.



Protecting your computer

Computer risk	Computer feature
Unauthorized use of the computer or user account	User password A <i>password</i> is a group of characters that you choose to secure computer information.
Unauthorized access to Setup Utility, BIOS settings, and other system identification information	Administrator password
Computer viruses	Antivirus software The free trial antivirus software that is preinstalled on your computer can detect most viruses, remove them, and, in most cases, repair damage caused by viruses. For protection against new viruses beyond the trial period, purchase an extended update service.



Computer risk	Computer feature
Unauthorized access to data and ongoing threats to the computer	Firewall software <ul style="list-style-type: none">Windows 7 includes firewall software preinstalled on the computer.The antivirus software, which is preinstalled on the computer, includes firewall software.
Computer security	Windows 7 critical security updates Microsoft continually updates the Windows 7 operating system.

NOTE: Security solutions can deter theft, mishandling, and software attacks, but cannot prevent them.

Guidelines for installing software and hardware devices

After you complete the initial computer setup, you might want to install additional software programs or hardware devices. Check the operating system, memory, and other requirements listed before purchasing new software or hardware for your computer. Follow the software manufacturer's directions to install the new software.

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

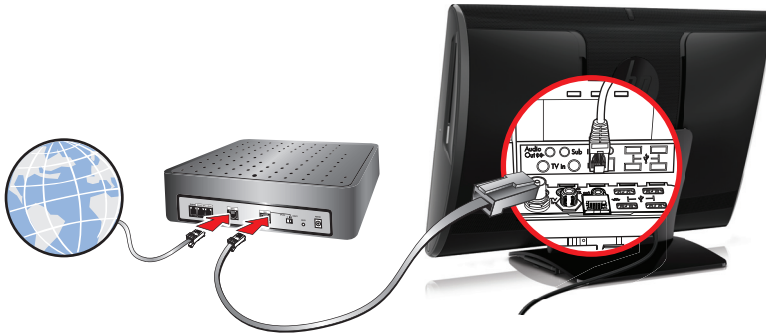
Connecting to the Internet

Steps to connect to the Internet:

1. Connect the hardware (sold separately).



- For a wired network connection, connect an Ethernet cable to the computer and to a network router or LAN device.



- For a wireless network connection, use a wireless router with the computer to connect to a WLAN with an Internet connection.



2. Get Internet service.

- Sign up with an Internet service provider (ISP). If you already have an account with an ISP, skip this step and follow the instructions provided by the ISP.
- If you did not set up the computer for Internet service during the initial setup, do so now by using Online Services:
 - a. Tap the **Start** button, tap **All Programs**, and then tap **Get Online**.
 - b. Follow the on-screen instructions to select an ISP and set up Internet service.



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

3. Using your Internet connection through your ISP, open a Web browser and browse the Internet.

NOTE: If you have issues connecting to the Internet, see [Internet access on page 32](#).

Transferring files and settings to your new computer

You can copy files from another computer to your new computer by using CDs or DVDs, memory sticks, and external hard drives. You can also use Windows Easy Transfer software, which is included with Windows 7 (select models only), to copy files and settings to a storage device or, using an Easy Transfer Cable, directly from another computer to the new computer. The Easy Transfer Cable is a USB cable designed specifically to connect two computers and to work with the Windows Easy Transfer software.

NOTE: The Easy Transfer Cable is sold separately. A standard USB cable does *not* work.

To transfer your files and settings:

1. Tap the **Start** button, type `Windows Easy Transfer` into the **Start Search** box, and then tap **Windows Easy Transfer**.
2. Follow the on-screen instructions in the Windows Easy Transfer wizard to transfer your files to your new computer.

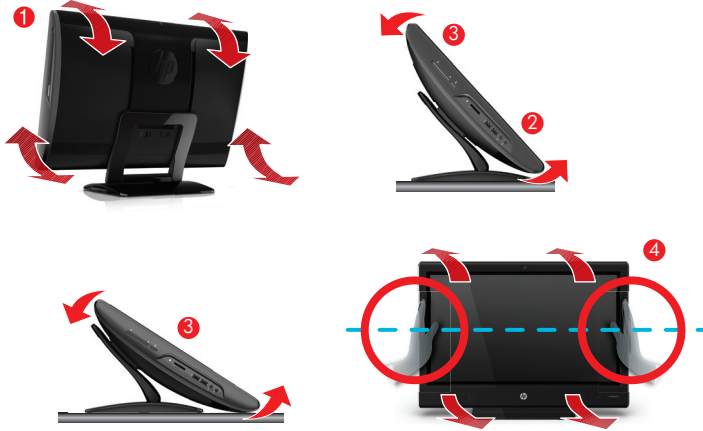
NOTE: Some features might not be available on systems that are shipped without a version of Microsoft Windows.





Computer orientation

Your HP TouchSmart PC is designed to be operated in several orientations. The computer can be swiveled to the right and left (1). The computer can be tilted from the stand, within the range of -5 degrees to 30 degrees (2). With the stand tilted, the computer can move on the rails from an upright position to an almost horizontal position (3). Be sure to position your hands on either side of the computer (3) when making adjustments.



If the computer is wall-mounted (select HP TouchSmart PC models only), it can be displayed in landscape orientation, or portrait orientation with the CD-DVD player on top. For instructions on wall-mounting your HP TouchSmart PC, see the *Wall-Mounting your HP TouchSmart* user guide.

HP My Display TouchSmart Edition

Select HP TouchSmart PC models only






HP My Display TouchSmart Edition allows you to adjust the screen display using the touch feature.

- You can adjust sound, brightness, and contrast.
- Viewing mode can be set to the factory default, or optimized for movie, text, or gaming.
- Status indicators let you know if the on-screen keyboard scroll lock, number lock, or caps lock are set.
- A settings screen lets you adjust color with the touch of a button.
- An options screen lets you set display options, set transparency, and check for updates.

HP My Display TouchSmart Edition can be accessed from the task tray, or by right-clicking on the desktop, or from the Start Menu, tap **All Programs**, tap **HP**, and then tap **HP My Display TouchSmart Edition**. Online help for HP My Display TouchSmart Edition is available by tapping the ? button in the upper right hand corner of the application screen.

Using Beats Audio™

Select HP TouchSmart PC models only

Your HP TouchSmart PC features audio connectors (headphone and Audio Out) that are optimized for Beats Audio™ headphones and external audio systems (purchased separately). HP TouchSmart⁶²⁰ PC models also include four Beats-optimized internal speakers and a Beats toggle button  on the keyboard.


Your computer comes ready for you to experience music with Beats enabled. To disable Beats, press the Beats toggle button; the Beats-off icon appears on the screen. To turn Beats on, press the Beats toggle button again. If your keyboard does not contain the Beats toggle button, press **Fn+B** to enable and disable beats. Tap the **Beats** icon on the system tray to view the Beats user interface.

To experience crisp and clear sound separation, plug the Beats Audio headphones into the side headphone connector. To experience the full capability of BEATS audio using the internal speakers, HP recommends connecting a matching HP subwoofer to the Sub connector on the back panel. If you are using an external audio system, plug it into the Audio Out connector on the back panel.

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. For important ergonomic information, see the *Safety & Comfort Guide*.

Visit www.hp.com/ergo on the Web.

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



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

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

The computer might 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.

You can position the computer 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 computer closer to your body or lowering the height of the screen by lowering the work surface. If you feel discomfort in your upper back muscles and neck, try increasing the height of the screen by increasing the work surface height.

The graphic below shows correct body and computer positioning.



The graphic below shows incorrect usage.












4 Using HP 3D Cinema Technology



The following sections are included in this chapter:

- 3D safety information
- What are stereoscopic vision and 3D?
- What is HP 3D Cinema Technology?
- Using the HP 3D Active Shutter Glasses
- Using 3D Cinema Technology
- Understanding 3D formats
- Using CyberLink PowerDVD
- Playing 3D games
- Caring for the 3D glasses
- Set-up requirements for 3D webcam
- Synching issues

3D safety information

Carefully read all of the following safety precautions before using the 3D glasses and 3D Cinema Technology.

-  **WARNING!** If you cannot see 3D content after you set up 3D Cinema Technology, HP recommends that you discontinue use. Consult a physician if you suspect a physical problem seeing stereoscopic 3D.
-  **WARNING!** Photosensitive Epileptic Seizures—Some individuals may experience a seizure or other complications when exposed to certain visual images, including flashing lights or patterns that may appear in 3D content. If you or any of your relatives have a history of seizures or epilepsy, consult a physician before using the 3D glasses and 3D Cinema Technology. Even those without a personal family history of epilepsy or stroke may have an undiagnosed condition that can cause photosensitive epileptic seizures.
-  **WARNING!** If you experience any of the following symptoms, immediately stop watching 3D content and consult a physician: **altered vision, light-headedness, dizziness, involuntary movements such as eye or muscle twitching, convulsions, nausea, loss of awareness, confusion, cramps, and/or disorientation.** Parents should monitor and ask their children if they have any of the above symptoms. Children and teenagers may be more likely than adults to experience these symptoms.
-  **WARNING!** Do not watch 3D content when you feel sleepy, tired, or sick. Watching 3D with the 3D glasses for an extended period of time may cause a headache or fatigue. If you feel headache, fatigue, or dizziness, stop using the 3D glasses and rest.
-  **WARNING!** Your vision can change to accommodate viewing through the 3D glasses. After removing the 3D glasses, wait several minutes before resuming regular activities.
-  **WARNING!** Some 3D content may startle viewers. People who are pregnant, elderly, or epileptic, and those suffering from severe physical conditions are advised to avoid using the computer's 3D functionality.
-  **WARNING!** The vision of young children (especially children under the age of 6) is still under development. Consult your doctor (such as a pediatrician or eye doctor) before allowing young children to watch 3D video images or play 3D videos games. Parents or guardians should supervise young children to ensure they follow these recommendations.
-  **WARNING!** Choking Hazard—The 3D glasses contain small parts and are not intended for babies and small children.
-  **WARNING!** Do not use the 3D glasses near water.



⚠ WARNING! The lenses in the 3D glasses contain glass. To prevent damage to the lenses, use caution when using the glasses and properly store them when not in use. Do not use the glasses if there is any sign of damage or cracking in the lenses.

⚠ WARNING! The 3D glasses are not prescription eyewear, sunglasses, or protective goggles. To prevent personal injury, do not use the glasses for any general eyewear purposes.



What are stereoscopic vision and 3D?

When you see the world through both eyes, you are actually looking at two pictures merged into one. Your right eye and your left eye each deliver a separate image to your brain, which meshes these two images into one three-dimensional picture.

Most movies in the past were only able to provide one image on the screen, and 3D effects had to be simulated by other means. However, the HP 3D Active Shutter Glasses provide a different view for each eye, which more closely simulates 3D vision.

Each scene of the 3D content has two images, one drawn from the right eye view and the other from the left eye view. The computer display shows these alternating views so fast that your eyes cannot see the change.

The 3D glasses are equipped with shutters in each lens. When the right eye image is displayed on the screen, the left lens of the 3D glasses is closed, allowing only the right eye to see the image. When the left eye image is displayed, the process is reversed and only the left eye can see the image. These images alternate so quickly that the eyes only see one smooth picture, making it look like you are actually inside a 3D environment.

What is HP 3D Cinema Technology?

3D Cinema Technology delivers a vivid, immersive 3D experience. When you watch Blu-ray 3D movies, stereo 3D games, or 3D photos or videos on the computer with your 3D glasses, the images appear to leap from the screen. 3D creates an entirely new viewing experience. With 3D Cinema Technology, you have all the necessary components for an exceptional 3D experience. No additional software is required to experience the 3D cinema-quality visuals.

The following items are provided for your 3D experience:



- 3D technology specifically designed and optimized for 3D Blu-ray content
- 3D Active Shutter Glasses that wirelessly synchronize with the 3D computer display
- 3D full high-definition 1080p display
- TriDef 3D Experience Ignition Game Player
- CyberLink PowerDVD



NOTE: Select computer models may include 3D content so you can immediately begin enjoying 3D.

The computer supports both 2D and 3D formats. The computer operates in standard 2D mode until stereoscopic 3D is detected and the 3D glasses are activated.





If the display is not displaying in 3D mode, the 3D glasses go into sleep mode. If the display is displaying in 3D mode, the 3D glasses will remain active and will cause the battery to drain more quickly.

Using the HP 3D Active Shutter Glasses

Your 3D experience begins with active 3D content and the 3D glasses. The 3D glasses are battery powered and linked wirelessly to the infrared (IR) emitters in your 3D computer.

WARNING! Before using the 3D glasses, read the 3D safety information.

NOTE: For optimal 3D viewing, you should be no more than approximately **1.5 meters** (5 feet) from the computer display. Depending on the viewing angle, the operational distance from the display can vary.

Turn off any fluorescent lights and Cold Cathode Fluorescent Lamps (CCFL) as they may cause the 3D glasses to lose their synch.

When watching stereoscopic 3D images, do not incline your head relative to the horizontal direction of the images.

Keep the areas immediately around the IR emitters free from obstructions.

NOTE: Before using the glasses, remove the clear protective film from both sides of the lenses (select models only).

Identifying the 3D glasses components





Component

- (1) Battery compartment

NOTE: The battery is preinstalled and may have a protective tab. If the tab is attached, pull the tab to remove it.



-
- (2) Nose pieces (3)

NOTE: There are 3 nose pieces in different sizes. One nose piece is installed on the glasses at the factory and two additional nose pieces ship with the glasses.

Turning the 3D glasses on and off

Your 3D glasses are easy to use:

- The 3D glasses turn on and off automatically. There is no on or off switch.
- When 3D content begins to play, the glasses detect an IR signal from the computer and turn on automatically.
- Once the 3D content begins to play, the lenses may appear to darken and you may see some flickering as the glasses begin to turn on.
- The battery installed in the glasses provides approximately 150 hours of 3D viewing time. To help conserve battery power, the glasses enter Standby if no IR signal is detected for 5 seconds.

Using 3D Cinema Technology

After you set up your 3D computer, you are ready to verify that you can properly view the 3D content.



NOTE: The stereoscopic 3D effect works best in a darkened room. For optimal 3D viewing, the screen brightness controls are also disabled when watching 3D content.

1. To access 3D content, do one of the following:



- Double-click the 3D demo icon on the computer desktop and select a 3D clip from the menu.
- Insert a Blu-ray 3D movie (purchased separately) into the slot-load optical drive on the computer and follow the on-screen instructions.



NOTE: Insert the disc into the optical drive until it clicks into place. To eject the disc, press the optical drive eject key located at the top right of the keyboard.

2. Put on your 3D glasses. If needed, adjust the glasses using the nose pieces provided.
3. The 3D glasses turn on automatically when the 3D content begins to play and the infrared (IR) signal is detected. Your lenses may darken, or you may see flickering while the glasses start operation.

If you can see clearly in 3D, the setup is complete and you can begin viewing 3D cinema content!



WARNING! If you still cannot see 3D content, remove the 3D glasses and stop using 3D Cinema Technology. See the [3D safety information on page 15](#) and consult a physician if you suspect a physical problem seeing stereoscopic 3D.



NOTE: Differences in the frequencies at which the lighting in your room and 3D Cinema Technology operate may cause flickering or interfere with the operation of the glasses. This can be avoided by dimming or turning off the lights.



NOTE: 3D Cinema Technology does not support more than one active 3D application at a time. If you launch a second (or subsequent) 3D application while another is active or enabled, the second application may display an error message or will not launch. Ensure one only 3D application is running at one time.

Understanding 3D formats

Your computer supports the following 3D formats:

- Blu-ray 3D movies
- Stereoscopic 3D games
- 3D MPEG 4 MVC files for 3D video playback
- 3D H.264 MVC and Fujifilm AVI dual-stream video file formats for 3D video playback
- 3D Fujifilm MPO for 3D photo viewing

Using CyberLink PowerDVD

CyberLink PowerDVD supports the playback of 3D Blu-ray discs, DVDs, 3D video files, and native 3D photos. When you insert a native 3D Blu-ray disc, or play a native 3D video or photo file, it automatically plays back in 3D if 3D mode is enabled.

During playback, you can also manually adjust the 3D configuration settings for improved stereoscopic 3D viewing. For information on using CyberLink PowerDVD, see the software Help.

- ▲ To open CyberLink PowerDVD, select **Start** → **All Programs** → **CyberLink PowerDVD**, and then click **CyberLink PowerDVD**.

Playing 3D games

You can play stereo 3D games on your computer using TriDef 3D Experience Ignition Game Player.

To access the game player, select **Start** → **TriDef 3D** → **TriDef 3D Ignition**.

Caring for the 3D glasses

Using the nose pieces

The 3D glasses come with 3 nose pieces in different sizes. One nose piece is installed at the factory and two additional nose pieces ship with the glasses. Try on the glasses, and change the nose piece if needed to find a comfortable fit. You can also wear the glasses without a nose piece if needed.



NOTE: The 3D glasses are designed to fit over most standard prescription glasses.

- ▲ To add a nose piece, insert the nose piece onto the glasses. To remove a nose piece, pull the nose piece away from the glasses.



Replacing the battery

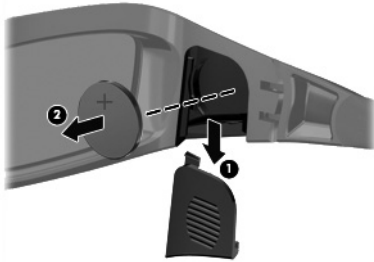
The battery in the 3D glasses ships preinstalled in the battery compartment and provides approximately 150 hours of 3D viewing time. HP recommends that the battery be replaced once a year. The glasses can stay in Standby mode for up to one year. The 3D glasses use a basic CR2032 type battery. These batteries can easily be replaced and can be purchased anywhere batteries are sold.

⚠ WARNING! Replace the battery with only a CR2032 type battery. Use of another battery may cause fire or explosion.

Dispose of the used battery promptly and according to local regulations. Be sure to keep the battery away from children.

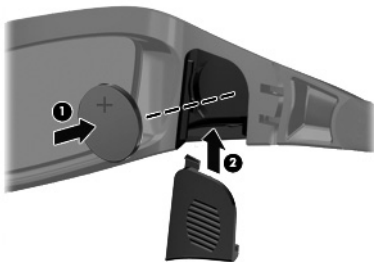
To replace the battery:

1. Slide the battery compartment cover (1) down, and then remove the used battery (2).



2. Carefully insert the new battery (1) with the positive (+) side facing the battery compartment cover, and then replace the battery compartment cover (2).

⚠ CAUTION: To prevent damage to the glasses, use caution when inserting the battery.



Cleaning the 3D glasses

To remove smudges and lint, clean the 3D glasses with a soft, damp, lint-free cloth as needed. The cloth can be dampened with mild cleaning agents with less than 10% alcohol.

⚠ CAUTION: To prevent permanent damage to the 3D glasses:


Do not use paper-based towels, because they can scratch the lenses.

Do not spray cleaning fluids or chemicals directly on the lenses.

Do not use ammonia-based cleaning products.

Handling the glasses

The 3D glasses are durable but sensitive to physical pressure, and need to be handled with care. The 3D glasses should be held by the frame in order to avoid getting fingerprints on the lenses. When you are not using the 3D glasses, store them in the protective pouch.

 **CAUTION:** To prevent the lenses from cracking, never twist or rotate the 3D glasses.

Set-up requirements for 3D webcam

For optimal 3D experience, objects should remain within 0.3 to 1.2 meters (1 to 4 feet) from the webcam.

By default, webcam parallax adjustments are optimized. However, to make fine adjustments per user preference, access the webcam Parallax Adjustment page.

1. Launch the webcam application.
2. Click the 3D tab to enable 3D mode.
3. Click **Settings** → **Display tab** → **Advanced Settings** → **Parallax Adjustment**.
4. Click the arrows to adjust the Parallax alignment.
 - Center button = Restores default settings.
 - Auto align button = Restores default settings
 - Up and Down arrows = Adjusts Parallax vertically.
 - Left and Right arrows = Adjust Parallax horizontally.

To avoid double images, the optimal distance from the webcam is **0.3 to 1.2 meters** (1 to 4 feet).

Synching issues

It may take up to 5 seconds for the 3D glasses to synch with the display. After 5 to 6 seconds of looking away, the resynch should take approximately one second. After two minutes, the resynch takes 5 seconds as the 3D glasses will have gone into sleep mode. At distances of approximately **3 meters** (10 feet), the viewing angles of the user's head (such as tilting your head up or down or side-to-side) can cause synch issues.

5 Troubleshooting, maintenance, and frequently asked questions

Refer to the documentation provided by the product manufacturer for information about peripheral-specific problems, such as issues with a printer. The following sections present some issues you might encounter while installing, starting up, or using your computer and possible solutions.

For more information or for additional troubleshooting options, see [Getting information on page 1](#).

Computer does not start

Symptom	Possible solution
Error message: Hard disk drive error.	Contact Support: www.hp.com/support
Computer will not turn on or start.	Ensure that the cables connecting the computer to the external power source are plugged in properly. When the cables connecting the computer to the external power source are plugged in properly, and the wall outlet is functioning, the green power supply light on the back of the computer should be on; if it is not, contact Support. If the display (screen) is blank, the computer might not be properly connected. Plug in the computer and turn it on. Test the wall outlet by connecting a different electrical device to it.



Symptom	Possible solution
Computer seems to be locked up and is not responding.	<p>Use the Windows Task Manager to close any programs not responding, or restart the computer:</p> <ol style="list-style-type: none">1. Press the Ctrl+Alt+Delete keys on the keyboard simultaneously.2. Tap Start Task Manager.3. Tap the program that is not responding, and then tap End Task. <hr/> <p>If closing programs does not work, restart the computer:</p> <ol style="list-style-type: none">1. Press the Ctrl+Alt+Delete keys on the keyboard simultaneously.2. Tap the Arrow button next to the red Shut Down button, and then tap Restart. <p><i>Or</i>, press and hold the Power button on the computer for 5 or more seconds to turn off the computer, and then press the Power button to restart the computer.</p> <hr/>
Error message: Invalid system disk or Non-System disk or Disk error.	<p>When drive activity stops, remove the disc, and then press the spacebar on the keyboard. The computer should start up.</p> <hr/>

Power

Symptom	Possible solution
Computer does not turn off when the Power button is pressed.	<p>Press and hold the Power button until the computer turns off. Check Power Settings.</p> <hr/>
Computer shuts down automatically.	<ul style="list-style-type: none">• The computer might be in an exceedingly hot environment. Let it cool down.• Ensure that computer air vents are not blocked and that the internal fan is running — see Keeping the computer free of dust, dirt, and heat on page 40. (Your computer might not have an internal fan.) <hr/>



Display (screen)

Symptom	Possible solution
Screen is blank.	Reconnect the power plug to the back of the computer and to the wall outlet. Press the Power button to turn on the computer. Press the space bar on the keyboard or move the mouse to make the screen display visible again. Press the Sleep button (select models only), or the Esc key on the keyboard, to resume from Sleep mode.
Images on the screen are too large or too small, or the images are fuzzy.	Adjust the display resolution setting in Windows 7: <ol style="list-style-type: none">1. Tap the Start button, and then tap Control Panel.2. Under Appearance and Personalization, tap Adjust Screen Resolution.3. Adjust resolution as necessary, and then tap Apply.

Keyboard and mouse (with cable)

Symptom	Possible solution
Keyboard commands and typing are not recognized by the computer.	Use the mouse to turn off the computer, unplug and reconnect the keyboard to the back of your computer, and then restart your computer.
Mouse (with cable) does not work or is not detected.	Unplug and reconnect the mouse cable to your computer. If the mouse is still not detected, turn off the computer, unplug and reconnect the mouse cable, and then restart the computer.
Cursor does not move using the arrow keys on the number keypad.	Press Num Lock on the keyboard to turn off Num Lock, so that the arrow keys on the number keypad can be used.



Symptom	Possible solution
Cursor does not respond to mouse movement.	<p>Use the keyboard to save changes in all open programs, and then restart your computer:</p> <ol style="list-style-type: none">1. Press the Alt+Tab keys simultaneously to navigate to an open program.2. Press the Ctrl + S key simultaneously to save your changes in the selected program (Ctrl + S is the keyboard shortcut for Save on most—not all—programs).3. Repeat step 1 and step 2 to save changes in all open programs.4. After saving changes in all open programs, press the Ctrl+Esc keys on the keyboard simultaneously to display the Windows Start menu.5. Use the arrow keys to select the Arrow button that is next to Shut Down. Select Shut Down, and then press Enter.6. After the shutdown is complete, unplug and reconnect the mouse connector to the back of your computer, and then restart your computer.
Cursor responds slowly, moves only vertically or horizontally, or does not track smoothly.	<p>For a mouse with a roller ball:</p> <ul style="list-style-type: none">• Clean the roller ball: Remove the roller ball cover from bottom of mouse (rotate it counterclockwise), remove the ball, and clean it by using a damp, lint-free cloth (not paper). Also clean the rollers on which the ball moves.• Use a mouse pad or other rough surface under the mouse. <p>For an optical mouse:</p> <ul style="list-style-type: none">• Clean the optical mouse: Gently wipe the light sensor lens on the bottom of the mouse by using a lint-free cloth (not paper).• Use a mouse pad, white sheet of paper, or other less reflective surface under the mouse.



Keyboard and mouse (wireless)

Symptom	Possible solution
Wireless keyboard or mouse does not work or is not detected.	<ul style="list-style-type: none">• Ensure that you are using the wireless keyboard or wireless mouse within range of the receiver, approximately 10 meters (32 feet) for normal use, and within 30 cm (12 inches) during initial setup or for re-synchronization.• Ensure that the mouse is not in Suspend mode, which occurs after 20 minutes of inactivity. Tap the left mouse button to reactivate it.• Replace the batteries in the keyboard and mouse.• Re-synchronize the keyboard and mouse to the receiver using the following steps.

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

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

1. Unplug the receiver from the USB connector on the computer, and then reconnect it. Your computer model might have a connector dedicated to the receiver.



2. Check that the mouse is on **(A)**, and then push and hold the Connect button **(B)** on the underside of the mouse for 5 to 10 seconds until the LED on the receiver lights or stops flashing. The receiver connection session times out after 60 seconds. To ensure that the connection was established, and that the receiver did not time out instead, and then move the mouse and check for a response on the screen.



3. After the mouse connection is established, continue by using the following steps to repeat the procedure for the keyboard.
4. Push and hold the Connect button **(C)** on the underside of the keyboard for 5 to 10 seconds until the LED on the receiver lights or stops flashing.



Speakers and sound

Symptom	Possible solution
Volume is very low or unsatisfactory.	Ensure that you connected the speakers to the Audio Out connector on the back of the computer. (Additional audio connectors are used for multiple-channel speakers.) Detached non-powered speakers (speakers without a separate power source, such as batteries or a power cord) do not produce satisfactory sound. Replace the non-powered speakers with powered speakers.
No sound is produced.	<p>For Windows 7:</p> <ol style="list-style-type: none">1. Tap the Start button, tap Control Panel, tap Action Center, and then tap Troubleshooting.2. Under Hardware and Sound, tap Troubleshoot and audio playback. <p>If you are using built-in computer speakers, use the Volume button to adjust volume. You can also use My Display TouchSmart Edition to ensure that the volume is set appropriately.</p> <p>Ensure that you connected powered (active) speakers and that they are turned on.</p> <p>Turn off your computer, and then unplug and reconnect the speakers. Ensure that the speakers are connected to an audio connector, not a Line In or headphone connector.</p> <p>To resume from Sleep mode, press the Sleep button (select models only), or press Esc.</p> <p>Unplug headphones if they are connected to your computer (or speaker system).</p>
When external speakers are connected, the audio is muted.	When an Audio Line Out connector (such as headphones or external speakers) is connected, the internal speakers are muted.

Internet access

Symptom	Possible solution
Internet programs do not start automatically.	Log in to your Internet Service Provider (ISP), and start the desired program.

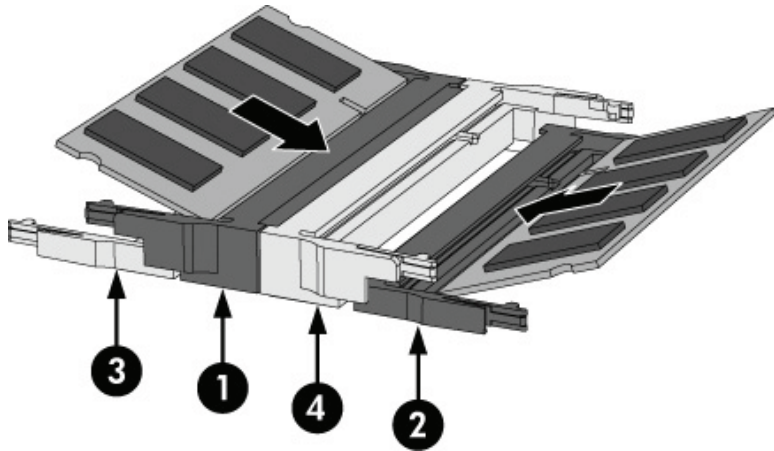


Symptom	Possible solution
Cannot connect to the Internet.	<p>For Windows 7:</p> <ol style="list-style-type: none">1. Tap the Start button, tap Control Panel, tap Action Center, and then tap Troubleshooting.2. Under Network and Internet, tap Connect to the Internet. <hr/> <p>Verify that you are using the proper cables for your Internet connection type. Your computer might have an Ethernet network adapter (also called a network interface card, or NIC). The network adapter uses a network cable, to connect to a local area network (LAN). Do not connect a telephone cable to the network adapter, and do not plug a network cable into a telephone service line; doing so might damage the network adapter.</p> <hr/> <p>Run the wireless setup wizard:</p> <ol style="list-style-type: none">1. Tap the Start button, tap Control Panel, tap Network and Internet, and then tap Network and Sharing Center.2. In the Network and Sharing Center window, tap Set up a connection or network to open the wizard, and then follow the on-screen instructions. <hr/> <p>If your system has an external antenna, try to move the antenna to a better position. If the antenna is internal, try to move the computer.</p> <hr/> <p>Try to connect again later, or contact your ISP for assistance.</p>



Memory

Symptom	Possible Solution
Computer beeps after being powered on.	Make sure the memory modules are added in the correct order. The first and second memory modules go into the black slots (1, 2), and the third and fourth memory modules go into the white slots (3, 4).



Check to make sure that there is a least one memory module in your computer, and that it is in a black slot.

If you have added or replaced memory modules in your computer, verify the placement of the memory modules:

- If the memory modules are in the white slots only, and not in the black slots, you may hear a beep.
- Power off and unplug your computer, and then replace the memory modules in the correct positions.

Software troubleshooting

Some software repairs are as simple as restarting your computer, and others require performing a System Recovery from files on your hard disk drive.



To repair software problems, try these methods:

- Turn the computer off completely, and then turn it on again. Sometimes this is the easiest way to fix a problem.
- Update the drivers (see [Updating drivers on page 35](#)).
- Use Microsoft System Restore (see [Microsoft System Restore on page 36](#)) — Restore your computer to a configuration that was in use before the software was installed.
- Reinstall the software program or hardware driver. (See [Software program and hardware driver reinstallation on page 36](#)) — Restores the software (if it came with the product) or hardware driver to factory defaults.
- System Recovery (see [System Recovery on page 42](#)) — Erase and reformat the hard disk drive, and then reinstall the operating system, programs, and drivers.

CAUTION: System recovery erases all data files you have created.

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. Tap the **Start** button.
2. Type *Device Manager* into the **Start Search** box, and then tap **Device Manager** to open the Device Manager window.
3. Tap the plus sign (+) to expand the type of device you want to update or rollback. (For example, DVD/CD-ROM drives).
4. Double-tap the specific item (for example, HP DVD Writer 640b).
5. Tap the **Driver** tab.
6. To update a driver, tap **Update Driver**, and then follow the on-screen instructions.
Or, to revert to an earlier version of a driver, tap **Rollback Driver**, and then follow the on-screen instructions.

You can also go to the HP Support website: www.hp.com/support and select the task, Download drivers and software. Follow the on-screen instructions.





Microsoft System Restore

If you have a problem that might be due to software that was installed on your computer, use System Restore to return the computer to a previous restore point. You can also set restore points manually.

NOTE: Always use this System Restore procedure before you use the System Recovery program.

NOTE: Some features might not be available on systems that are shipped without a version of Microsoft Windows.

To start a System Restore:

1. Close all open programs.
2. Tap the **Start** button, tap **Computer**, and then tap **Properties**.
3. Tap **System protection**, **System Restore**, tap **Next**, and then follow the on-screen instructions.

To add restore points manually:

1. Close all open programs.
2. Tap the **Start** button, tap **Computer**, tap **Properties**, and then tap **System protection**.
3. Under **Protection Settings**, tap the disk for which you want to create a restore point.
4. Tap **Create**, and then follow the on-screen instructions.

Software program and hardware driver reinstallation

If any of your factory-installed software programs or hardware drivers are 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, ensure that you have a way to reinstall it. Make sure that the program is still available from where you initially installed it (for example, discs or the Internet). Or verify that the program is in the list of programs you can reinstall from the Recovery Manager.

NOTE: Some features might not be available on systems that are shipped without a version of Microsoft Windows.





To check the list of installable programs in the Recovery Manager:

1. Tap the **Start** button, tap **All Programs**, tap **Recovery Manager**, and then tap **Recovery Manager**. If prompted, tap **Yes** to allow the program to continue.
2. Under **I need help immediately**, tap **Software Program Reinstallation**.
3. Tap **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. Tap the **Start** button, and then tap **Control Panel**.
 - b. Under **Programs**, tap **Uninstall a program**.
 - c. Tap the program you want to remove, and then tap **Uninstall**.
 - d. Tap **Yes** if you want to continue with the uninstall process.

To reinstall a program using the Recovery Manager:

1. Tap the **Start** button, tap **All Programs**, tap **Recovery Manager**, and then tap **Recovery Manager**.
2. Tap **Software Program Reinstallation**, and then tap **Next** at the Welcome screen.
3. Choose the program you want to install, tap **Next**, and follow the on-screen instructions.
4. When you have finished reinstalling, restart the computer. **Do not skip this last step**. You must restart the computer after recovering software programs or hardware drivers.





3D Cinema Technology troubleshooting

Question	Answer
Why can't I see 3D content?	<p>If you are watching in 3D mode and cannot see 3D content, HP recommends that you not use the 3D glasses. See the information below and 3D safety information on page 15. Consult a physician if you suspect a physical problem seeing stereoscopic 3D.</p> <ul style="list-style-type: none">• You may be trying to watch 3D content in 2D mode.• The clear protective film on both sides of the glasses lenses (select models only) may need to be removed.• The battery in the 3D glasses may need to be replaced. For additional information, see Replacing the battery on page 24.• The IR emitters on the computer display may be obstructed. For optimal transmission, keep the areas immediately around the IR emitters free from obstructions.• You may be sitting too far from the computer display. You should be no more than approximately 1.5 meters (5 feet) from the display when viewing 3D content.
What 3D formats are supported on my computer?	<p>The following 3D formats are supported on your computer:</p> <ul style="list-style-type: none">• Blu-ray 3D movies• Stereoscopic 3D games• 3D MPEG 4 MVC files for 3D video playback• 3D H.264 MVC and Fujifilm AVI dual-stream video file formats for 3D video playback• 3D Fujifilm MPO for 3D photo viewing
Can I play stereoscopic 3D games on my computer?	<p>Yes, you can play stereo 3D games on your computer using TriDef® 3D Experience Ignition Game Player.</p> <p>To access the game player, select Start → TriDef 3D → TriDef 3D Ignition .</p>
Can I wear the 3D glasses to a 3D movie in a movie theater?	<p>The 3D glasses are optimized to work with TouchSmart 3D computers and integrated IR emitters. The 3D glasses are not guaranteed to work optimally in any other 3D environment.</p>
Can I wear my 3D glasses over my prescription glasses?	<p>Yes. The 3D glasses are designed to fit over most prescription glasses. If you normally wear glasses when viewing the computer screen, keep them on and put the 3D glasses on over your eyewear. You can use the additional replaceable nose pieces to find a comfortable fit. For more information, see Using the HP 3D Active Shutter Glasses on page 19.</p>





Question	Answer
How do I clean my 3D glasses?	Use a soft, damp, lint-free cloth to clean your 3D glasses. For more information, see Caring for the 3D glasses on page 23 .
How close do I need to be to the computer to view 3D content?	The effective range of the integrated IR emitters is approximately 1.5 meters (5 feet) from the computer display. Depending on the viewing angle, the operational distance from the display can vary.
Why do I see flickering when watching 3D content?	Flickering in your 3D glasses can be caused by one of the following: <ul style="list-style-type: none">• Differences in the frequencies at which the lighting in your room and 3D Cinema Technology operate may cause flickering or interfere with the operation of the glasses. This can be avoided by dimming or turning off the lights.• Low battery in the glasses. You should try replacing the battery. For more information, see Replacing the battery on page 24.
Can I use the 3D glasses in bright sunlight next to a window?	The stereoscopic 3D effect works best in a darkened room.
What type of batteries do I need for the 3D glasses?	The 3D glasses use a basic CR2032 type battery. These batteries can easily be replaced and can be purchased anywhere batteries are sold. For more information, see Replacing the battery on page 24 .
Why does the 3D application display an error or not start?	3D Cinema Technology does not support more than one active 3D application at a time. If you launch a second (or subsequent) 3D application while another is active or enabled, the second application may display an error message or will not launch. Ensure one only 3D application is running at one time.

Maintenance

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

Weekly

Software cleanup	Use Disk Cleanup or safe third-party cleaning tools to remove junk files and temporary files that accumulate and slow down your system. Also, check for programs you no longer need and uninstall them.
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Defragmentation	Run Disk Defragmenter to keep your hard disk in good condition and improve system performance. Frequently performing this task does not harm your system.
Virus scan	Perform a full virus scan every week to catch viruses that might have slipped through unnoticed. Most antivirus products have a scheduling feature to keep track of this automatically.
Monthly	
Hardware cleanup	Thoroughly clean the outside of your computer.
Software updates	Use Windows Updates to fix operating system bugs and improve performance. Also, be sure to check for driver updates for your hardware and new versions of your favorite programs.
Windows Update	Run Windows Update monthly to install updates.
Hard disk diagnostic	Sometimes a failing hard disk can be caught beforehand by using Hard Disk Diagnostic.
Yearly	
System Recovery	In time, your system might still get bogged down, depending on the computer usage. Use System Recovery to wipe your Windows operating system installation clean, restoring it to the original configuration when you first started your system. Make a backup of important data files before proceeding with a System Recovery. See System Recovery on page 42 for further details.
As needed	
Backing up your data	Use CD or DVD recording software that is installed on your computer to create (or “burn”) backup discs of important information, including personal files, e-mail messages, and website bookmarks. You can also move data to an external hard disk drive.

Keeping the computer free of dust, dirt, and heat

Keeping your computer system free of dust, dirt, and heat will prolong its life. Dust, pet hair, and other particles can build up, creating a blanket effect; as a result, components can overheat, or, in the case of the keyboard and mouse, not work smoothly and effectively. Check your system once a month for visible signs of dust and debris, and clean it about once every three months. Visit www.hp.com/support for additional cleaning instructions.






Cleaning the computer vents	<p>Air vents keep the computer cool. Keep these vents clean by using a small, battery-powered vacuum cleaner. (A battery-powered vacuum cleaner eliminates the risk of electric shock.)</p> <ol style="list-style-type: none">1. Vacuum the vents on the computer case.2. Remove any debris that has accumulated in and around the computer connectors (for example, the Ethernet and USB connectors).
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Cleaning the keyboard and mouse	<p>When cleaning the keyboard keys, use a low setting on a battery-powered vacuum cleaner, to avoid removing key caps and springs.</p> <ol style="list-style-type: none">1. Vacuum between the keys of the keyboard and along the grooves.2. Use a clean, dry cloth and isopropyl (rubbing) alcohol to clean buildup on the keyboard keys and along its edges.3. Wipe the body of the mouse and the mouse cord by using cleaning wipes.
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If you have a roller-ball mouse, clean the ball and rollers inside:

1. Turn the mouse upside down, and rotate the ball-cover ring counterclockwise to remove the ring and release the roller ball.
2. Rinse the roller ball with soap and warm water.
3. Clean the rollers inside the mouse with a cotton swab dampened with isopropyl (rubbing) alcohol.
4. After the roller ball and rollers are completely dry, replace the ball and ball-cover ring.

Cleaning the touch screen	<p>Follow these steps to clean the touch screen:</p> <ol style="list-style-type: none">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 mild glass cleaner on a soft cloth to clean the touch screen.4. Wipe the surface and left and right side of the touch screen to remove any dirt, fingerprints, or other debris that could hinder the touch recognition of the screen.
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 **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.



System Recovery

System Recovery completely erases and reformats the hard disk drive, deleting all data files you have created, and then 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 media included in the computer accessory box, and any software programs you installed after purchase.

NOTE: Always use the System Restore procedure before you use the System Recovery program — see [Microsoft System Restore on page 36](#).

NOTE: Some features might not be available on systems that are shipped without a version of Microsoft Windows.

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 42](#).

NOTE: The recovery image uses a portion of the hard disk drive that cannot be used for data storage.


- **Recovery Media** — Run the System Recovery from recovery media, that you created from files stored on your hard disk drive, or purchased separately. To create recovery media, see [Recovery media on page 45](#).

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 media that you create.
4. Through recovery discs purchased from HP Support. To purchase recovery discs, visit www.hp.com/support.

System Recovery from the Windows 7 Start Menu

 **CAUTION:** System Recovery deletes all data and programs you created or installed. Back up any important data to a removable disc or USB flash drive.


If the computer is working and Windows 7 is responding, use these steps to perform a System Recovery.

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, tap **All Programs**, tap **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 prompts you to insert recovery media. Insert the disc, or USB flash drive, tap **Yes**, and then tap **Next** to restart the computer and run Recovery Manager from the recovery disc, or the recovery USB flash drive. If using discs, insert the next system-recovery disc when prompted.

7. When the computer restarts, you will see the Recovery Manager welcome screen again. Under **I need help immediately**, tap **System Recovery**. If you are prompted to back up your files, and you have not done so, tap **Back up your files first (recommended)**, and then tap **Next**. Otherwise, tap **Recover without backing up your files**, and then tap **Next**.
8. 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

 **CAUTION:** System Recovery deletes all data and programs you created or installed. Back up any important data to a removable disc.

If Windows 7 is not responding, but the computer is working, follow these steps to perform a System Recovery.

1. Turn off the computer. If necessary, press and hold the Power button until the computer turns off.
2. Disconnect all peripheral devices from the computer, except the keyboard and mouse.
3. Press the Power 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, tap **Back up your files first (recommended)**, and then tap **Next**. Otherwise, tap **Recover without backing up your files**, and then tap **Next**.
7. System Recovery begins. After System Recovery is complete, tap **Finish** to restart the computer.
8. Complete the registration process, and wait until you see the desktop.
9. Turn off the computer, reconnect all peripheral devices, and turn the computer back on.

System Recovery from recovery media

 **CAUTION:** System Recovery deletes all data and programs you created or installed. Back up any important data to a removable disc, or USB flash drive.

To create recovery media, see [Recovery media on page 45](#).



To perform a System Recovery using recovery media:

1. If the computer is working, create a backup DVD, or backup USB flash drive, containing all the data files you want to save, and then remove the backup media from the computer.
2. Insert recovery disc #1 into the DVD drive tray, and close the tray; or if using a recovery USB flash drive, insert it into a USB port.
3. If the computer works, tap the **Start** button, and then tap **Shut Down**. Or, if the computer is not responding, press and hold the **Power** button for approximately 5 seconds, or until the computer turns off.
4. Disconnect all peripheral devices from the computer except the keyboard and mouse.
5. Press the **Power** button to turn on the computer. If you are using a recovery DVD, the computer will automatically run Recovery Manager from the disc. Skip to step 7.
6. If you are running System Recovery from a USB flash drive, press the **Esc** key as the computer is powering on to bring up the boot menu. Use the arrow keys to select the USB device and press **Enter** to boot from that device.
7. If the Recovery Manager asks if you want to run System Recovery from Media or Hard Drive, select **Media**. On the Welcome screen, under **I need help immediately**, tap **Factory Reset**.
8. If you are prompted to back up your files, and you have not done so, tap **Back up your files first (recommended)**, and then tap **Next**. Otherwise, tap **Recover without backing up your files**, and then tap **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, or the recovery USB flash drive, from the system.
11. Tap **Finish** to restart the computer.

Recovery media

Recovery media can be created on either blank DVD discs or a USB flash drive (one or the other, but not both). Create recovery media 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 media for your computer; the recovery media can be used *only* with this computer. Store the recovery media in a safe place.

NOTE: Some features might not be available on systems that are shipped without a version of Microsoft Windows.





Choosing recovery media

- To create recovery discs, your computer must have a DVD writer, and you must use only high-quality blank DVD+R or DVD-R discs.

NOTE: You *cannot* use CDs or DVD+RW, DVD-RW, DVD+RW DL, DVD-RW DL, DVD+R DL, or DVD-R DL discs to create recovery discs.

- You have the option of creating a recovery USB flash drive instead, using a high-quality blank USB drive.
- If you are creating recovery discs, be sure to use high-quality discs. It is normal for discs to be rejected if they are not defect-free. You will be prompted to insert a new blank disc to try again.
- The number of discs in the recovery-disc set depends on your computer model (typically 3–6 DVD discs). The Recovery Media Creation program tells you the specific number of blank discs needed to make the set. If you are using a USB flash drive, the program will tell you the size of the drive required to store all the data (minimum of 8 GB).

NOTE: The process of creating recovery media takes some time to verify that the information written on the media is correct. You can quit the process at any time. The next time you run the program, it resumes where it left off.

Creating recovery media

To create recovery discs:

1. Close all open programs.
2. Tap the **Start** button, tap **All Programs**, tap **Recovery Manager**, and then tap **Recovery Media Creation**. If prompted, tap **Yes** to allow the program to continue.
3. Tap **Create recovery media using blank DVD(s)**, and then tap **Next**.
4. Follow the on-screen instructions. Label each disc as you make it (for example, Recovery 1, Recovery 2).

To create a recovery USB flash drive:

1. Close all open programs.
2. Insert the USB flash drive into a USB port on the computer.
3. Tap the **Start** button, tap **All Programs**, tap **Recovery Manager**, and then tap **Recovery Media Creation**.
4. Tap **Create recovery media with a USB flash drive**, and then tap **Next**.
5. Select the USB flash drive from the list of media. The program will let you know how much storage is required to create the recovery drive. If the USB flash drive does not have enough storage capacity (8 GB is the minimum), it will be grayed out on the screen. Tap **Next**.

NOTE: Recovery Media Creation formats the flash drive and deletes all on files on it.

6. Follow the on-screen instructions. Make sure to label the USB flash drive and store it in a secure place.

NOTE: Do not use media cards for creating recovery media. The system may not be able to boot up from a media card and you may not be able to run system recovery.



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