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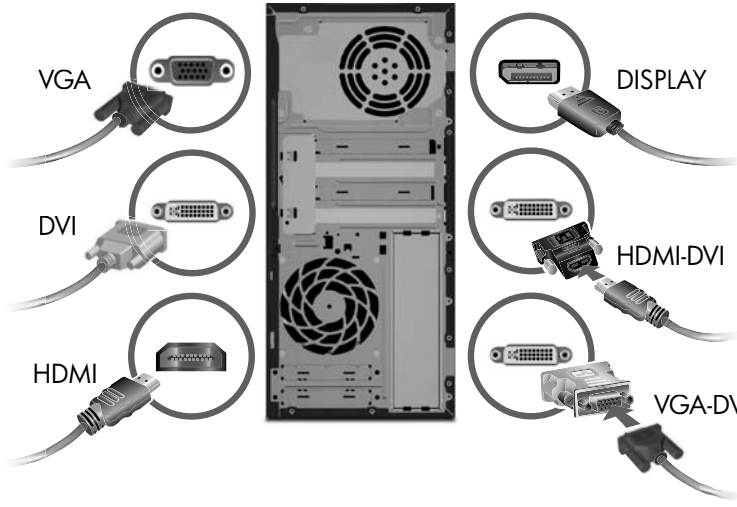

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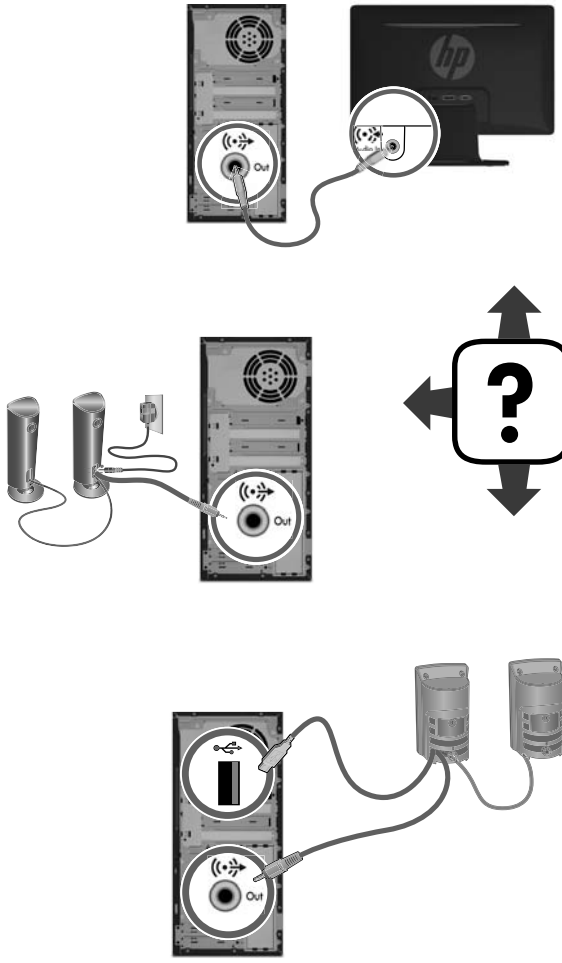

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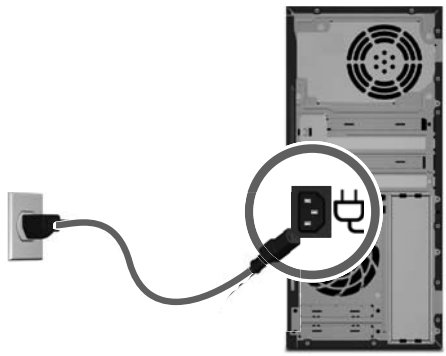

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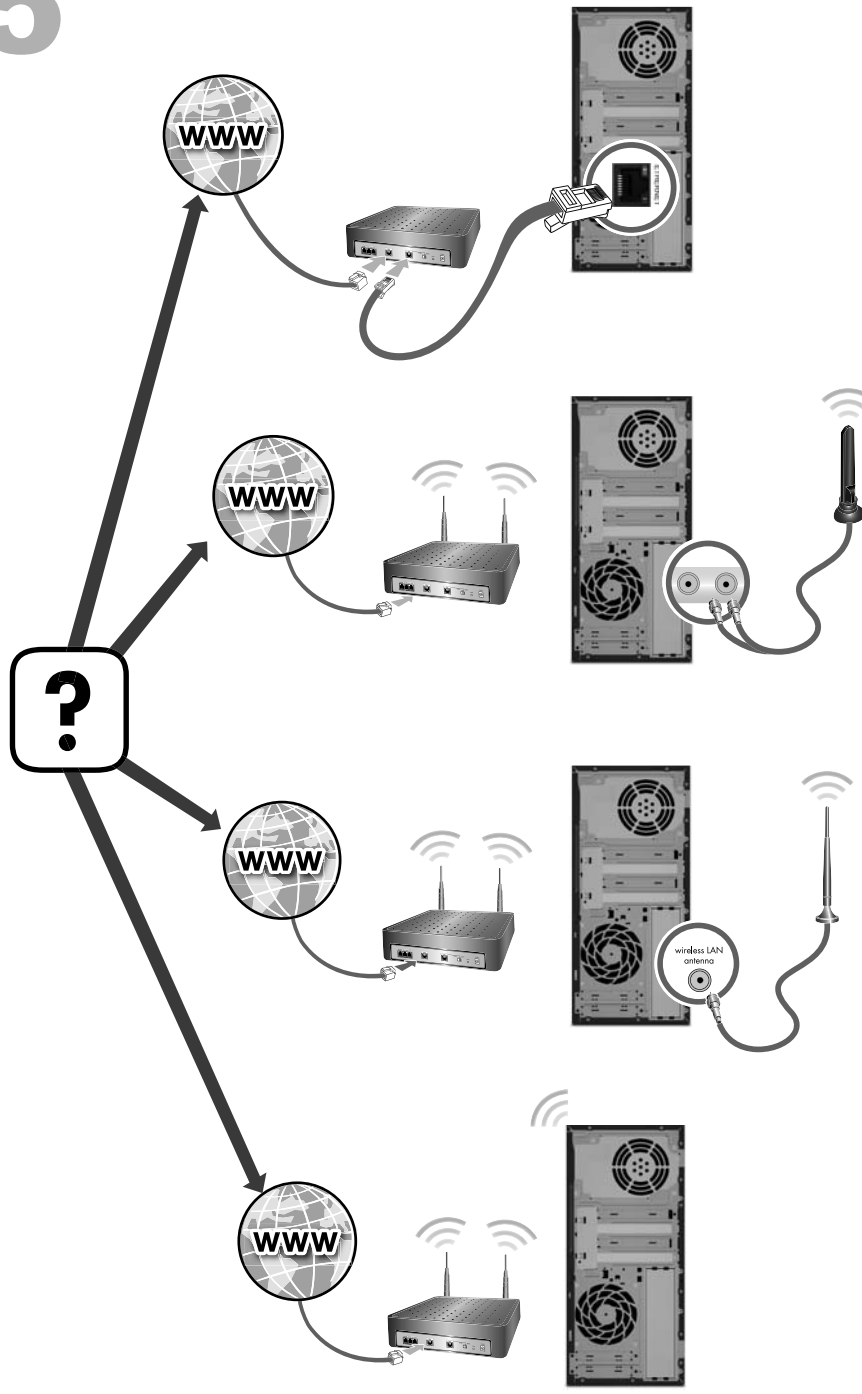

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http://www.hp.com/go/contactHP

http://welcome.hp.com/country/us/en/wwcontact_us.html

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1 Getting information

Type of information	Where to find
• Set up your computer.	*Quick Setup* (this Guide)
• Use the computer. • Connect to the Internet.	*Quick Setup* (this Guide)
• Recover factory settings.	*Troubleshooting and Maintenance Guide* on your computer. At the bottom of your screen, click on **Start**, then click **HP Help and Support** and **HP User Manuals**.
• See how-to videos about using the features of your computer.	Visit http://www.hp.com/supportvideos (English only)
• Learn how to use the Microsoft Windows 7 operating system. • Find Windows 7 password information. • Find links to driver updates. • Read frequently asked questions.	Help and Support Click **Start**, and then click **Help and Support** or visit http://www.hp.com/go/win7. Windows 7 troubleshooting tools **1.** Click **Start**, click **Control Panel**, and then click **System and Security**. **2.** Under **Action Center**, click **Find and fix problems (troubleshooting)**.
• Troubleshoot the most common computer hardware and software issues.	*Troubleshooting and Maintenance Guide* on your computer. At the bottom of your screen, click on **Start**, then click **HP Help and Support** and **HP User Manuals**.
• Find electronic user guides and specifications for your computer model. • Order parts and find additional troubleshooting help.	HP Support website: http://www.hp.com/go/contactHP
• Upgrade or replace components of your computer.	*Upgrading and Servicing Guide* HP Support website: http://www.hp.com/go/contactHP

Type of information	Where to find
• Find computer warranty information. • Get technical support.	*Limited Warranty and Support Guide* or the *Warranty and Support Information* included with your computer. Or Click **Start**, click **All Programs**, and then click **HP User Manuals**.
• Get up-to-date information and help from the Windows community.	http://www.hp.com/support/consumer-forum
• Connect to a TV.	*Watching and Recording TV* Click **Start**, click **All Programs**, and then click **HP User Manuals**. If the guide is not available there, visit http://www.hp.com/go/contactHP
• Get special utilities for computer owners.	**PC Help & Tools** folder Click **Start**, click **All Programs**, and then click **PC Help & Tools**.
• Maintain your computer.	HP Support Assistant — Maintains your computer performance and resolve problems faster by using automated updates, on-board diagnostics, and guided assistance. Click **Start**, click **All Programs**, click **HP**, and then click **HP Support Assistant**. *Troubleshooting and Maintenance Guide* Click **Start**, click **HP Help and Support**, and then click **HP User Manuals**. *Maintaining Your Computer* (this Guide)
• Find safety and regulatory notices.	*Safety & Regulatory Information* Click **Start**, click **HP Help and Support**, and then click **HP User Manuals** or visit http://www.hp.com/go/contactHP.
• Find ergonomic information.	*Safety & Comfort Guide* Click **Start**, click **HP Help and Support**, and then click **HP User Manuals** or visit http://www.hp.com/ergo.

2 Setting up your computer

⚠ **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.

• Do not disable the power cord grounding plug. The grounding plug is an important safety feature.

• Plug the power cord in a grounded (earthed) outlet that is easily accessible at all times.

• Disconnect power from the equipment by unplugging the power cord from the electrical outlet. To prevent direct exposure to laser beam, do not try to open the enclosure of the CD or DVD drives.

• 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.

The computer may be heavy; be sure to use ergonomically correct lifting procedures when moving the computer.

To reduce the risk of serious injury read the *Safety & Comfort Guide*. The guide is located on the web at http://www.hp.com/ergo.

1. 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.
2. Connect all power cords from the monitor, 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 a modem or telephone connection, protect the computer by using surge protection with these signal inputs as well. Connect the television cable or the telephone line cord to the surge protection device, and then connect the device to the computer.
3. Download and install operating system updates.
   a. Find out what operating system and version your computer is currently running.

      (Click **Start** > **Control Panel** and double-click **System**. The operating system and version are shown under Windows edition.)
   b. Open your internet browser and go to http://www.hp.com/go/contactHP.
   c. Select your country and language, if necessary, and click **Support & Drivers**.

d. Select **Download drivers and software (and firmware)**, type your computer model name and number in the product field, and press Enter.

e. If necessary, select your computer model from **Product search results**.

f. Select your computer operating system.

g. Click **Download** next to each update you wish to download.

h. Follow the on-screen instructions to install each downloaded update.

4. Look in the computer box for additional printed details or updates.

5. Read the *Safety and Regulatory Information* document in the HP User Manuals folder.

6. Read the *Safety & Comfort Guide* for proper workstation setup, posture, health and work habits, and electrical and mechanical safety information. Click **Start**, click **All Programs**, and then click **HP User Manuals** or visit http://www.hp.com/ergo.

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.

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

Connecting to the Internet

Steps to connect to the Internet:

1. Connect the hardware as shown on the setup view.

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. Click **Start**, click **All Programs**, click **Online Services**, and then click **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 16.

3 Setting up additional features

Using Beats Audio™ (select 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). Select HP TouchSmart 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.

All you need to do is plug the Beats Audio headphones into the side headphone connector to experience crisp and clear sound separation. 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 an HDMI monitor

If your computer has a graphics card with an HDMI (High Definition Multimedia Interface) connector, Hewlett-Packard recommends using a DVI or VGA connector for a monitor, and using HDMI to connect a TV.

If you use HDMI to connect your monitor, you may need to adjust some settings to hear sound (see the following steps). Because of this, HP recommends that you connect analog speakers to the computer if you want to hear sound during the initial setup of the computer.

For optimum viewing, you may need to adjust the resolution setting for the monitor (see "Adjusting resolution").

Save this document for future use.

NOTE: If you ever need to recover the computer operating system by using the Recovery Manager, you must repeat these procedures to activate sound and adjust resolution for the HDMI connector.

IMPORTANT: Your HDMI monitor must be connected to the graphics card before you activate sound and adjust resolution.

Activating sound

1. Right-click the **Volume** icon (white speaker) on the system tray.
2. Click **Playback Devices**. The Sound window opens.

3. On the **Playback** tab, look for the Default Device. It may display a green circle with a checkmark in it.

   If the Default Device is one of the following, then your HDMI monitor is already activated:

   - **NVIDIA High Definition Audio** (select models only)
   - **ATI High Definition Audio** (select models only)
   - **Realtek HDMI Output**

   Click the **Cancel** button to close the window, and then continue with the next procedure, "Adjusting resolution," if necessary.

   If the Default Device is not one of these devices, continue with step 4.

4. If one of the following HDMI options is available on the **Playback** tab, click it:

   - **NVIDIA High Definition Audio** (select models only)
   - **ATI High Definition Audio** (select models only)

   If neither of these is present, click **Realtek HDMI Output**.

5. Click **Set Default**.
6. Click **OK** to close the window. This completes the steps to activate HDMI sound.

Adjusting resolution

To adjust resolution, follow the instructions for your type of graphics card. Right click an empty area of the desktop, and then:

- If **NVIDIA Control Panel** is present, follow the steps under "NVIDIA graphics cards."
- If **Catalyst Control Center** is present, follow the steps under "ATI graphics cards."
- If only **Screen resolution** is present, follow the steps under "Other graphic cards."

NVIDIA graphics cards	**1.** Right-click an empty area of the desktop, and then click **NVIDIA Control Panel**. The View Selection window opens. **2.** In the **Selecting a Task** area on the left, under **Display**, click **Change resolution**. The Change resolution window opens. **3.** If your HP computer is connected to an HP monitor, make sure that the **Show only TV resolutions** check box does not contain a check mark. If your HP computer is connected to a non-HP monitor, make sure that the **Show only TV resolutions** check box contains a check mark. If necessary, click the box to remove a check mark or add a check mark. **4.** Close the NVIDIA Control Panel. This completes the steps to adjust resolution for NVIDIA graphics cards.
ATI graphics cards	**1.** Right-click an empty area of the desktop, and then click **Catalyst™ Control Center**. The Catalyst Control Center window opens. **2.** Select **Graphics** and then **Desktops & Displays** on the top left corner of the window. **3.** Under the Desktops & Displays window, right click the monitor icon at the bottom left corner of the window and select **Configure**. The DTV (HDMITM) 2 window opens. **4.** If your HP computer is connected to an HP monitor, make sure that the **Show only TV resolutions** check box does not contain a check mark. If your HP computer is connected to a non-HP monitor, make sure that the **Show only TV resolutions** check box contains a check mark. If necessary, click the box to remove a check mark or add a check mark. **5.** Click **OK**. This completes the steps to adjust resolution for this option.
Other graphics cards	**1.** Right-click an empty area of the desktop, and then click **Screen resolution**. **2.** Select the resolution from the drop-down menu. **3.** Click **Apply**, and then click **Keep changes**. This completes the steps to adjust resolution for this option.

Setting up multiple displays

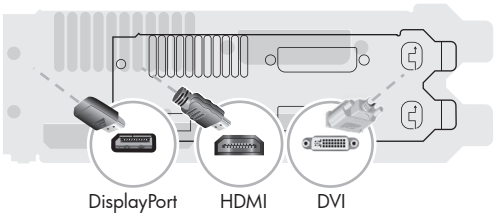
Use the following steps to connect and set up additional monitors:

These instructions are for standard two-monitor setup. If you have purchased a dual-monitor system with ATI™ Eyefinity software, follow these instructions for dual-

monitor setup (or for three monitors), and proceed to the instructions for ATI Eyefinity Catalyst™ setup.

1. Verify that the PC is set up according to the instructions in the setup view. Do not power on the PC or monitor.
2. Connect the monitors to an available display connector on the back of the PC. The monitor's connection type must match the connector on the PC.

NOTE: The three-monitor setup requires that you **separately purchase** an additional monitor and cable. The monitor should have a DVI, HDMI, or VGA connector. A DVI-to-VGA adapter is required for monitors with a VGA connector.



- Connect the DisplayPort cable to the DisplayPort connector (required).
- Connect the DVI cable to the bottom DVI connector.

3. Connect power to each additional monitor.
4. Press the power button on each display and then press the power button on the computer. The power indicator light on each of the displays will be amber; the lights will turn blue when the PC starts.

NOTE: During the initial setup, only one display is active; you may see various display states (such as blank screens, blue screens, etc.) on the other displays until the setup is completed.

5. When the setup is complete, you will see the extended desktop on all connected displays.
6. To change the display mode for a display, select **Start**, select **Control Panel**, select **Display**, and then select the option you want to change and follow the onscreen instructions.

ATI Eyefinity Catalyst™ setup

1. Right-click on the **Eyefinity Catalyst™** icon on the desktop to bring up **ATI Catalyst Control Center™**, or select **Start**, select **All Programs**, and select **Catalyst Control Center™**.
2. Select **CCC-Advanced**, select **Graphics**, and select **Desktop & Displays**, then follow the onscreen instructions to set up the layout for the two- or three-monitor display.

4 Maintaining your computer

Cleaning procedures

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 http://www.hp.com/go/contactHP for additional cleaning instructions.

Cleaning the computer vents	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.) **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).
Cleaning the keyboard and mouse	When cleaning the keyboard keys, use a low setting on a battery-powered vacuum cleaner, to avoid removing key caps and springs. **1.** Vacuum between the keys of the keyboard and along the grooves. **2.** Use a clean, dry cloth and isopropyl (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.
	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.

5 Troubleshooting

Refer to the documentation provided by the product manufacturer for information about peripheral-specific problems, such as issues with a monitor or a printer. The following tables 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.	Restart the computer. **1.** Press the Ctrl+Alt+Delete keys on the keyboard simultaneously. **2.** Click the **Arrow** button next to the red **Shut Down** button, and then click **Restart**. *Or*, 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. **3.** If Windows opens, immediately back up all important data to a backup hard disk drive. **4.** Contact Support, whether it was possible or not to start up Windows. Either the hard disk drive or the system board may need to be replaced.
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 (monitor) is blank, the monitor might not be properly connected. Connect the monitor to the computer, plug it in, and turn it on. See Display (monitor) on page 13.
	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.	Use the **Windows Task Manager** to close any programs not responding, or restart the computer: **1.** Press the Ctrl+Alt+Delete keys on the keyboard simultaneously. **2.** Click **Start Task Manager**. **3.** Select the program that is not responding, and then click **End Task**.
	If closing programs does not work, restart the computer: **1.** Press the Ctrl+Alt+Delete keys on the keyboard simultaneously. **2.** Click the **Arrow** button next to the red **Shut Down** button, and then click **Restart**. *Or,* 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.
Error message: Invalid system disk or Non-System disk or Disk error.	When drive activity stops, remove the disc and press the spacebar on the keyboard. The computer should start up.

Power

Symptom	Possible solution
Computer does not turn off when the Power button is pressed.	Press and hold the **Power** button until the computer turns off. Check Power Settings.
Computer shuts down automatically.	• 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 : Cleaning procedures on page 10. (Your computer might not have an internal fan.)

Display (monitor)

Symptom	Possible solution
Screen is blank, and monitor power light is not lit.	Reconnect the power plug to the back of the monitor and to the wall outlet.
	Press the **Power** button on the monitor.
Screen is blank.	Press the space bar on the keyboard or move the mouse to make the screen display visible again.
	Press the **Sleep** button (select models only), or Esc on the keyboard, to resume from Sleep mode.
	Press the **Power** button to turn on the computer.
	Inspect the monitor video connector for bent pins: • If any of the pins are bent, replace the monitor connector cable. • If no pins are bent, reconnect the monitor connector cable to the computer.
	If you have a multi-monitor setup, refer to Setting up multiple displays on page 8, under **Setting up advanced features**.

Keyboard and mouse (general)

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.
Cursor does not respond to mouse movement.	Use the keyboard to save changes in all open programs, and then restart your computer: **1.** Press the Alt+Tab keys simultaneously to navigate to an open program. **2.** Press Ctrl+S 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.

Keyboard and mouse (wireless)

Symptom	Possible solution
Wireless keyboard or mouse does not work or is not detected.	• Ensure that you are using the wireless keyboard or wireless mouse within range of the receiver, approximately 3 meters (10 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. Click 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 a USB connector on the computer, and then reconnect it. Your computer model might have a connector dedicated to the receiver. If you have a choice, use a USB connector on the front of the computer. **2.** Check that the mouse is on (**A**), and 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, move the mouse and check for response on the screen. **3.** After the mouse connection is established, continue by using the steps that follow 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
No sound is produced.	For Windows 7: **1.** Click **Start**, click **Control Panel**, click **Action Center**, and then click **Troubleshooting**. **2.** Under **Hardware and Sound**, click **Troubleshoot and audio playback**.
	If you use an High-Definition Multimedia Interface (HDMI) connector on the graphics card (select models only) to connect your monitor to the computer, you should also connect analog speakers to the computer Audio Line Out connector if you want to hear sound during the initial setup of the computer. Refer to the Setup Poster to connect analog speakers.
	If you are using built-in monitor speakers, use the monitor front-panel Volume button to adjust volume. Use the front-panel buttons to enter the on-screen display (OSD) and ensure that audio is enabled and that the volume is set appropriately.
	Ensure that you connected powered (active) speakers and that they are turned on.
	Turn off your computer, and then unplug and reconnect the speakers. Ensure that the speakers are connected to an audio connector, not a Line In or headphone connector.
	To resume from Sleep mode, press the **Sleep** button (select models only), or press Esc.
	Unplug headphones if they are connected to your computer (or speaker system).
Volume is very low or unsatisfactory.	Ensure that you connected the speakers to the Audio Out (lime green) connector on the back of the computer. (Additional audio connectors are used for multiple-channel speakers.) Detached non-powered speakers (speakers without a separate power source, such as batteries or a power cord) do not produce satisfactory sound. Replace the non-powered speakers with powered speakers.

Internet access

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

Symptom	Possible solution
I cannot connect to the Internet.	For Windows 7: **1.** Click **Start**, click **Control Panel**, click **Action Center**, and then click **Troubleshooting**. **2.** Under **Network and Internet**, click **Connect to the Internet**.
	Verify that you are using the proper cables for your Internet connection type. Your computer might have a dial-up modem and an Ethernet network adapter (also called a network interface card, or NIC). A modem uses a standard telephone cable, whereas 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.
	Run the **wireless setup wizard**: **1.** Click **Start**, click **Control Panel**, click **Network and Internet**, and then click **Network and Sharing Center**. **2.** In the **Network and Sharing Center** window, click **Set up a connection or network** to open the wizard, and then follow the on-screen instructions.
	If your system has an external antenna, try to move the antenna to a better position. If the antenna is internal, try to move the computer.
	Try to connect again later, or contact your Internet service provider (ISP) for assistance.

Software troubleshooting

To repair software problems, try these methods:	• Turn the computer off completely and then turn it on again. This is the easiest (and sometimes the best) way. • Update the drivers (see Updating device drivers, following). • Use Microsoft System Restore Software program and hardware driver reinstallation (see Microsoft System Restore, later in this table). — Restores 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, later in this table). — Restores the software (if it came with the product) or hardware driver to factory defaults. • System Recovery (see *Troubleshooting and Maintenance Guide* on your computer. At the bottom of your screen, click on **Start**, then click **HP Help and Support** and **HP User Manuals**.) — Erase and reformat the hard disk drive, and then reinstall the operating system, programs, and drivers. This erases all data files you have created.

Updating device drivers	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 **Start**. **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 on-screen instructions. *Or*, to revert to an earlier version of a driver, click **Rollback Driver**, and then 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. To start a **System Restore**: **1.** Close all open programs. **2.** Click **Start**, right-click **Computer**, and then click **Properties**. **3.** Click **System protection**, **System Restore**, click **Next**, and then follow the on-screen instructions. To add restore points manually: **1.** Close all open programs. **2.** Click **Start**, right-click **Computer**, click **Properties**, and then click **System protection**. **3.** Under **Protection Settings**, select the disk for which you want to create a restore point. **4.** Click **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, be sure you have a way to reinstall it. Check to be sure that it is still available from where you initially installed it (for example, discs or the Internet). Or check to be sure 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 **Start**, **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 reinstall a program using the **Recovery Manager**:

1. Click **Start**, click **All Programs**, click **Recovery Manager**. and then click **Recovery Manager**.
2. Click **Software Program Reinstallation**, and then click **Next** at the **Welcome** screen.
3. Choose the program you want to install, click **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.

To uninstall a program:

1. Close all software programs and folders.
2. Click **Start**, and then click **Control Panel**.
3. Under **Programs**, click **Uninstall a program**.
4. Select the program you want to remove, and then click **Uninstall**.

6 Support information

Ways to get help

Easy to reach. Easy to use. Award-winning HP Customer Support is our promise to help you get the most from your computer. Whether with tools located on your computer, from information on the web, by phone, or through your local retailer, you'll find what you need.

Before contacting the HP Customer Care Center, it's important to have the following information handy.

- Model number
- System (product) number
- Serial number
- Software build number
- Operating system
- Purchase date

Please take a moment to write down your product information for future reference.

The first four items on the list (model number, product number, serial number, and software build number) can be viewed by pressing the Ctrl+Alt+S keys on the keyboard at the same time.

Don't forget to register!

Go to: http://www.hp.com/apac/register.

Where to get help

1. Use the Help and Support Center for help with hardware and software questions. Click **Start**, and then click **Help and Support**. The Help and Support Center provides useful troubleshooting information and includes the following:
   - E-mail support
   - HP Real Time Chat with qualified support specialists
   - Support phone numbers
2. If you think you have a hardware issue, before calling the Customer Care Center, run the hardware diagnostic tools that are preinstalled on your computer. Click **Start**, **All Programs**, **PC Help & Tools**, and then click **Hardware Diagnostic Tools**.
3. For help online, go to the HP Customer Care Center website at http://www.hp.com/go/contactHP.

Phone assistance to get you up and running is covered for thirty (30) days from the time you purchased your computer. After thirty (30) days, there may be a charge, but the helpful support is still available.

Customer support for repairs

If your computer needs to be repaired or to have parts replaced, you have two choices:

- You can easily replace many of your computer parts that are considered consumer replaceable. This is the fastest method of repair, as many times we can send the part directly to your home or business in a few days.
- If a repair is necessary, the HP Customer Care Center will make arrangements to fix your computer.

These services are covered during the warranty period.

There are a few limitations and exclusions to the warranty (as well as some important details), which are described in the *Hardware Limited Warranty* section of the *Limited Warranty and Support Guide*.

Before upgrading your hardware

Any hardware upgrades that you intend to do should only be done after you have completely set up your new computer. Refer to the setup poster included with your system for help with setting up. If you have any problems setting up your system and turning it on, immediately contact the HP Customer Care Center listed earlier in this guide, and a HP Customer Representative will assist you. This must be done first before attempting to upgrade your system.

By breaking the security seal on the back of the computer, you are confirming that the computer was working properly before you attempted to upgrade your system. Once the security seal has been broken, your computer is then, to the extent allowed by local law, covered under the terms and conditions listed in the *Hardware Limited Warranty* section of the *Limited Warranty and Support Guide*.

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取得紙本保固聲明

您可以在電腦的 [開始] 功能表中與/或箱中隨附的 CD/DVD 中，找到標示明顯且符合您產品的《HP 有限保固》。 在某些國家/地區，包裝箱中隨附有紙本的《HP 有限保固》手冊。 如果您所在的國家/地區不提供紙本的保固手冊，可前往 hp.com/go/orderdocuments 網頁索取紙本手冊，或寫信至 HP，地址為：Hewlett-Packard, MS POD, 11311 Chinden Blvd., Boise, ID 83714, U.S.A.; Hewlett Packard, POD, P.O. Box 200, Alexandra Post Office, Singapore 911507。來信請附上產品名稱、保固期、您的大名以及郵寄地址。

1 資訊索引

資訊類型	尋找位置
• 安裝電腦。	**快速安裝**（本手冊）
• 使用電腦。 • 連線到網際網路。	**快速安裝**（本手冊）
• 回復原廠設定。	電腦上的《**疑難排解與維護手冊**》。 在螢幕下方，按一下 **[開始]**，然後再按 **[HP 說明及支援]**、**[HP 使用手冊]**。
• 觀看說明影片，學習有關使用電腦各項功能的方法。	參閱 http://www.hp.com/supportvideos（僅提供英文）
• 學習如何使用 Microsoft Windows 7 作業系統。 • 尋找有關 Windows 7 密碼的資訊。 • 尋找驅動程式更新的連結。 • 閱讀常見問題。	說明及支援 按一下 **[開始]**，然後再按一下 **[說明及支援]** 或前往 http://www.hp.com/go/win7。 Windows 7 疑難排解工具 **1.** 按一下 **[開始]**、**[控制台]**，然後按一下 **[系統及安全性]**。 **2.** 在 **[行動作業中心]** 下方，按一下 **[檢視電腦的狀態和解決問題]**。
• 解決最常見的電腦軟硬體問題。	電腦上的《**疑難排解與維護手冊**》。 在螢幕的下方，按一下 **[開始]**，然後再按 **[HP 說明及支援]**、**[HP 使用手冊]**。
• 尋找您電腦型號的電子使用手冊與規格。 • 訂購零件與尋找其他疑難排解支援。	HP 支援網站： http://welcome.hp.com/country/us/en/wwcontact_us.html
• 為您的電腦升級或替換組件。	**《升級與維護手冊》** HP 支援網站： http://welcome.hp.com/country/us/en/wwcontact_us.html
• 尋找電腦保固資訊。 • 取得技術支援。	電腦隨附的《**有限保固及支援手冊**》或《**保固及支援資訊**》。 或者 按一下 **[開始]**、**[所有程式]**，然後再按一下 **[HP 使用手冊]**。
• 從 Windows 社群取得最新的資訊與說明。	http://www.hp.com/support/consumer-forum

資訊類型	尋找位置
• 連接到電視。	**觀賞和錄製電視** 按一下 **[開始]**、**[所有程式]**，然後再按一下 **[HP 使用手冊]**。 如果找不到手冊，請前往 http://welcome.hp.com/country/us/en/wwcontact_us.html
• 取得為電腦用戶準備的特殊公用程式。	**[PC 說明和工具]** 資料夾 按一下 **[開始]**、**[所有程式]**，然後按一下 **[PC 說明和工具]**。
• 維護您的電腦。	HP Support Assistant — 可維護電腦效能，並可透過自動化更新、機上診斷與引導協助來快速解決問題。 按一下 **[開始]**、**[所有程式]**、**[HP]**，然後按一下 **[HP Support Assistant]**。 **疑難排解與維護手冊** 按一下 **[開始]**、**[HP 說明及支援]**，然後再按一下 **[HP 使用手冊]**。 **維護您的電腦**（本手冊）
• 檢視安全及法規訊息。	**安全與法規資訊** 按一下 **[開始]**、**[HP 說明及支援]**，然後再按一下 **[HP 使用手冊]** 或前往 http://welcome.hp.com/country/us/en/wwcontact_us.html。
• 尋找人體工學相關資訊。	**安全與舒適指南** 按一下 **[開始]**、**[HP 說明及支援]**，然後再按一下 **[HP 使用手冊]** 或前往 http://www.hp.com/ergo。

2 安裝電腦

⚠ **警告！** 若要降低觸電或損壞設備的風險：

• 請將電腦放置於遠離水、灰塵、潮濕、油煙的位置。 上述情況可能會增加電腦內部溫度，也可能造成起火或漏電。

• 勿拔除電源線接地插頭。 接地插頭是重要的安全功能。

• 將電源線插在有接地且任何時間都方便使用的插座上。

• 請從電源插座中拔除電源線，以中斷設備的電源。 為了避免暴露在雷射光束下，請勿打開 CD 或 DVD 光碟機的外殼。

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

由於電腦非常重； 搬動電腦時，請使用符合人體工學的搬運方法。

若要降低嚴重傷害的風險，請參閱《**安全與舒適指南**》。 您可在網站上找到本指南，網址為 http://www.hp.com/ergo。

1. 將電腦放置在通風良好的位置，且勿將連接線放置於走道或是會被傢俱壓到或損壞的地方。
2. 請將顯示器、電腦和週邊設備的電源線，連接至特別標有避雷保護的電源裝置、不斷電系統 (UPS) 或類似的裝置。如果您的電腦有電視調諧器，或是連接數據機或電話，請同樣為這類訊號輸入使用避雷保護以保護電腦。將電視連接線或電話線連接到避雷保護裝置，再將裝置連接至電腦。
3. 下載並安裝作業系統更新。
   a. 檢視電腦目前使用的作業系統及版本。

      （按一下 **[開始]** > **[控制台]**，然後連按兩下 **[系統]**。 電腦的 Windows 版本下會顯示作業系統及版本。）
   b. 開啟網際網路瀏覽器並前往 http://welcome.hp.com/country/us/en/wwcontact_us.html。
   c. 視需要選取國家及語言，然後按一下 **[支援與驅動程式]**。
   d. 選取 **[下載驅動程式與軟體（包含韌體）]**，在 [產品型號] 欄位中輸入您的電腦產品名稱和型號，然後按 Enter 鍵。
   e. 視需要從 **[產品搜尋結果]** 中選取您的電腦型號。
   f. 選取您電腦的作業系統。
   g. 在每個您想要下載的更新旁，按一下 **[下載]**。
   h. 遵循螢幕上的指示安裝下載好的更新。
4. 您可在電腦包裝箱中找到其他書面詳細資訊和更新訊息。

5. 閱讀 [HP 使用手冊] 資料夾中的**《法規及安全資訊》**文件。
6. 閱讀**《安全與舒適指南》**，瞭解有關正確設置工作站、姿勢、健康和工作習慣以及電源與機械安全資訊。 按一下 **[開始]**、**[所有程式]**，然後按一下 **[HP 使用手冊]** 或前往 http://www.hp.com/ergo。

完成電腦初步安裝後，您可能想要安裝其他軟體程式或硬體裝置。為您的電腦購買新軟體或硬體之前，請檢查作業系統、記憶體和其他列出的需求。請依照軟體製造商的指示安裝新軟體。

附註： 請只使用原廠授權的軟體。 安裝複製的軟體可能導致安裝不穩定、使您的電腦感染病毒或是觸犯法律。

安全性解決方案可預防資料遭竊、不當處理資料以及軟體攻擊，但無法完全阻止這些動作。

連線到網際網路

連線到網際網路的步驟：

1. 按照安裝畫面的指示來連接硬體。
2. 取得網際網路服務。
   - 向網際網路服務供應商 (ISP) 申請註冊。 如果您已有 ISP 提供的帳戶，請略過這個步驟，並按照 ISP 的指示進行。
   - 如果您在第一次設定電腦時沒有設定網際網路服務，現在請使用 [線上服務] 進行設定：
     a. 按一下 **[開始]**、**[所有程式]**、**[線上服務]**，然後按一下 **[連接上網]**。
     b. 遵循螢幕上的指示選擇一個 ISP 並設定網際網路服務。

     附註： [線上服務] 會提供 ISP 清單，不過，您可選擇另一個 ISP 或是將現有的帳戶移轉到此電腦中。若要移轉現有帳戶，請按照 ISP 提供的指示進行。
3. 使用 ISP 所提供的網際網路連線，開啟網路瀏覽器並瀏覽網際網路。

附註： 如果您有連線到網際網路的問題，請參閱位於第 14 頁的網際網路連線。

3 安裝其他功能

使用 Beats Audio™（僅限部分型號）

HP TouchSmart PC 擁有針對 Beats Audio™ 耳機及外接音訊系統（須另行購買）最佳化的音訊接頭(耳機及音訊輸出)。 部分 HP TouchSmart PC 型號也包含四個 Beats 最佳化內建喇叭，鍵盤上則有一個 Beats 切換按鈕 。

您隨時可以使用電腦的 Beats 音效來享受音樂。 若要停用 Beats，請按下 Beats 切換按鈕； 螢幕上會顯示 Beats 關閉的圖示。 若要開啟 Beats，再按下 Beats 切換按鈕； 若鍵盤未配置 Beats 切換按鈕，請按下 Fn+B 啟用和停用 Beats。 點選系統工作匣內的 **[Beats]** 圖示，可檢視 Beats 使用者介面。

您只需要將 Beats Audio 耳機插入電腦側邊的耳機插孔，即可享受清晰細緻、音域分明的音效。 若要使用內建喇叭來體驗完整的 BEATS 音訊功能，HP 建議您在背面板的 Sub 接頭接上相符的 HP 重低音喇叭。 如果您要使用外接音訊系統，請將系統插到背面板上的 Audio Out 接頭。

使用 HDMI 顯示器

若電腦配備有 HDMI（高畫質多媒體介面）接頭的圖形卡，Hewlett-Packard 建議您使用顯示器專用的 DVI 或 VGA 接頭，並且使用 HDMI 來連接電視。

若您使用 HDMI 連接顯示器，可能需要調整一些設定才能聽到聲音（請參閱以下步驟）。 若您希望初次設定電腦時，就可以聽到聲音，HP 建議您在開始設定前，先將類比喇叭接到電腦。

若要達到最佳觀看品質，您可能需要調整顯示器的解析度設定（請參閱「調整解析度」）。

請保存本文件以供日後使用。

附註： 如果需要使用「復原管理員」復原電腦作業系統，您必須重複執行這些程序來啟動 HDMI 接頭的聲音和調整解析度。

重要： HDMI 顯示器必須連接至圖形卡，才可以啟動聲音並調整解析度。

啟動聲音

1. 在系統工作匣的 **[音量]** 圖示（白色喇叭）上按一下滑鼠右鍵。
2. 按一下 **[播放裝置]**。 接著會開啟 [聲音] 視窗。
3. 在 **[播放]** 標籤上 尋找 [預設裝置]。 此選項可能會顯示一個有打勾記號的綠色圓圈。

   如果 [預設裝置] 為下列其中一種，表示 HDMI 顯示器已經啟動：

- **NVIDIA 高傳真音效**（僅限部分型號）
- **ATI 高傳真音效**（僅限部分型號）
- **Realtek HDMI 輸出**

按一下 **[取消]** 按鈕來關閉視窗，然後視需要進行下一個步驟「調整解析度」。

如果 [預設裝置] 並非上述其中的裝置，請繼續進行步驟 4。

4. 如果 **[播放]** 標籤中顯示了下列其中一個 HMDI 選項，請點選該選項：
   - **NVIDIA 高傳真音效**（僅限部分型號）
   - **ATI 高傳真音效**（僅限部分型號）

   若未顯示這兩個選項，請按一下 **[Realtek HDMI 輸出]**。
5. 按一下 **[設為預設值]**。
6. 按一下 **[確定]** 關閉視窗。 這樣即可完成啟動 HDMI 音效的步驟。

調整解析度

若要調整解析度，請遵循您所使用的圖形卡指示。 在桌面空白處按一下滑鼠右鍵，然後：

- 如果有 **[NVIDIA 控制面板]** 選項，請遵循「NVIDIA 圖形卡」的步驟。
- 如果有 **[Catalyst Control Center]** 選項，請遵循「ATI 圖形卡」的步驟。
- 如果僅有 **[螢幕解析度]** 選項，請遵循「其他圖形卡」的步驟。

NVIDIA 圖形卡

1. 在桌面空白處按一下滑鼠右鍵，接著按一下 **[NVIDIA 控制面板]**。 接著會開啟 [檢視選擇] 視窗。
2. 在左側 **[選取一個工作]** 下的 **[顯示器]** 中，按一下 **[變更解析度]**。 接著會開啟 [變更解析度] 視窗。
3. 如果您的 HP 電腦是連接至 HP 顯示器，請確定並未勾選 **[僅顯示電視解析度]** 核取方塊。 如果您的 HP 電腦並非連接至 HP 顯示器，請確定已勾選 **[僅顯示電視解析度]** 核取方塊。 如有需要，請按一下以取消勾選或勾選此核取方塊。
4. 關閉 [NVIDIA 控制面板]。 這樣即可完成 NVIDIA 圖形卡的調整解析度步驟。

ATI 圖形卡	**1.** 在桌面空白處按一下滑鼠右鍵，接著按一下 **[Catalyst™ Control Center]**。 接著會開啟 [Catalyst Control Center] 視窗。 **2.** 選取視窗左上角的 **[圖形]**，然後選取 **[桌面與顯示器]**。 **3.** 在 [桌面與顯示器] 視窗下，請在視窗左下角的顯示器圖示上按一下滑鼠右鍵並選取 **[配置]**。 接著會開啟 [DTV (HDMITM) 2] 視窗。 **4.** 如果您的 HP 電腦是連接至 HP 顯示器，請確定並未勾選 **[僅顯示電視解析度]** 核取方塊。 如果您的 HP 電腦並非連接至 HP 顯示器，請確定已勾選 **[僅顯示電視解析度]** 核取方塊。 如有需要，請按一下以取消勾選或勾選此核取方塊。 **5.** 按一下**確定 (OK)**。 這樣即可完成本選項的調整解析度步驟。
其他圖形卡	**1.** 在桌面空白處按一下滑鼠右鍵，接著按一下 **[螢幕解析度]**。 **2.** 從下拉式功能表選取解析度。 **3.** 按一下 **[Apply]**（套用），然後按一下 **[Keep changes]**（保留變更）。這樣即可完成本選項的調整解析度步驟。

安裝多部顯示器

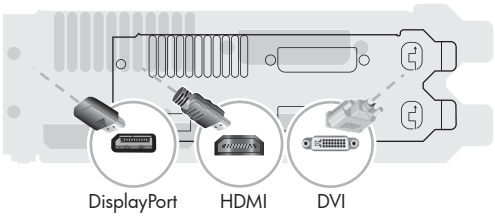
使用下列步驟來連接並安裝其他顯示器：

以下說明僅適用於連接其他兩部標準顯示器。 若您已選購裝有 ATI™ Eyefinity 軟體的雙顯示器系統，請遵循這些說明來安裝雙顯示器（或三部顯示器），然後繼續遵循說明來安裝 ATI Eyefinity Catalyst™。

1. 確認已根據安裝檢視中的說明來設定電腦。 請勿開啟電腦或顯示器電源。

2. 將顯示器連接至電腦背面的可用顯示器接頭。 顯示器的連接類型必須與電腦上的接頭相符。

附註： 若要安裝三部顯示器，您必須**另外選購**其他顯示器和連接線。 顯示器應配備 DVI、HDMI 或 VGA 接頭。 配備 VGA 接頭的顯示器必須使用 DVI-to-VGA 轉接器。



- 將 DisplayPort 連接線連接到 DisplayPort 接頭（必要）。
- 將 DVI 連接線連接到底部的 DVI 接頭。

3. 連接每部其他顯示器的電源。

4. 按下每部顯示器的電源按鈕，然後再按下電腦的電源按鈕。 所有顯示器的電源指示燈皆會亮起橘色燈號； 電腦啟動時，顯示器的電源指示燈會變為藍色。

附註： 初次安裝時僅會使用一部顯示器； 完成安裝之前，您會在其他顯示器上看見多種顯示器狀態（例如螢幕全黑、藍色螢幕等）。

5. 完成安裝後，您就會在所有連接的顯示器上看見延伸桌面。
6. 若要變更顯示器的顯示模式，請選取 **[開始]**、**[控制台]**、**[顯示器]**，然後再選取您要變更的選項並遵循螢幕上的指示。

設定 ATI Eyefinity Catalyst™

1. 在桌面的 **Eyefinity Catalyst™** 圖示上按一下滑鼠右鍵以顯示 **ATI Catalyst Control Center™**，或是選取 **[開始]**、**[所有程式]**，然後選取 **[Catalyst Control Center™]**。
2. 選取 **[CCC 進階]**、**[圖形]**、**[桌面與顯示器]**，然後遵循螢幕上的指示來設定兩或三部顯示器螢幕的配置。

4 維護您的電腦

清潔程序

保持電腦遠離灰塵與高溫，可延長電腦使用壽命。

- 灰塵、動物毛髮和其他塵埃會不斷堆積，因而產生毛毯效應； 如此一來，電腦組件會過熱，如果是鍵盤和滑鼠，使用起來會不順並降低工作效率。
- 請每月檢查您的系統，查看是否明顯覆蓋一層灰塵和堆積物，並大約每三個月清潔一次。
- 如需其他清潔指示，請前往 welcome.hp.com/country/us/en/wwcontact_us.html。

清潔電腦通風孔	通風孔可保持電腦不會過熱。請使用電池式小型吸塵器來清潔通風孔，維持通風孔暢通。（電池式吸塵器可減少電擊的危險性。） **1.** 使用吸塵器清潔電腦外殼的通風孔。 **2.** 吸除任何堆積在電腦連接埠（例如：乙太網路與 USB 連接埠）周圍的堆積物。
清潔鍵盤和滑鼠	清潔鍵盤時，請使用設為低速的電池式吸塵器，以防按鍵帽與彈簧脫落。 **1.** 沿著鍵盤按鍵間的溝槽吸除灰塵。 **2.** 使用乾淨的乾布和異丙醇（外用）酒精來清潔鍵盤按鍵上以及按鍵邊緣的堆積物。 **3.** 使用清潔抹布來擦拭滑鼠與滑鼠連接線。
	如果您使用的是滾球式滑鼠，請清潔滾球和滾輪內部： **1.** 將滑鼠的底部朝上，以逆時針方向旋轉滾球蓋以取下外蓋和滾球。 **2.** 使用肥皂溫水沖洗滾球。 **3.** 使用沾異丙酮（外用）酒精的棉花棒清潔滑鼠內的滾輪。 **4.** 滾球與滾輪完全乾燥後，裝回滾球與滾球外蓋。

5 疑難排解

請參閱產品製造商所提供的說明文件，取得特定週邊裝置的資訊，例如：與顯示器或印表機有關的問題。下列表格說明您在安裝、開機或使用電腦時可能遭遇到的部分問題，並提供解決方案。

如需詳細資訊或是額外的疑難排解選項，請參閱位於第 1 頁的資訊索引。

電腦無法開機

徵兆	可能的解決方法
錯誤訊息：硬碟錯誤。	重新開機。 **1.** 同時按下鍵盤上的 Ctrl+Alt+Delete 鍵。 **2.** 按一下紅色 **[關機]** 按鈕旁的**箭號**按鈕，然後按一下 **[重新啟動]**。 **或**是按住電腦的**電源**按鈕 5 秒以上以關閉電腦，然後按下**電源**按鈕重新啟動電腦。 **3.** Windows 啟動後，立刻將所有重要資料備份至備份硬碟中。 **4.** 不論是否能啟動 Windows，請連絡支援服務。 可能需要更換硬碟或系統主機板。
電腦無法開機或啟動。	確認已插妥連接電腦至外部電源的連接線。插妥連接電腦到外部電源的連接線且牆上插座也運作正常時，電腦背面的綠色電源供應器指示燈應會亮起；如果指示燈沒有亮起，請連絡支援中心。
	如果螢幕（顯示器）沒有畫面，則表示顯示器可能沒有接好。將顯示器連接到電腦，插好之後再開啟電源。請參閱位於第 11 頁的螢幕（顯示器）。
	將不同的電源裝置連接到牆上插座以測試插座是否故障。

徵兆	可能的解決方法
電腦似乎被鎖定且沒有回應。	使用 **[Windows 工作管理員]** 關閉任何沒有回應的程式，或重新開機： **1.** 同時按下鍵盤上的 Ctrl+Alt+Delete 鍵。 **2.** 按一下 **[啟動工作管理員]**。 **3.** 選取沒有回應的程式，然後按一下 **[結束工作]**。
	如果無法關閉程式，請重新開機： **1.** 同時按下鍵盤上的 Ctrl+Alt+Delete 鍵。 **2.** 按一下紅色 **[關機]** 按鈕旁的**箭號**按鈕，然後按一下 **[重新啟動]**。 **或**是按住電腦的**電源**按鈕 5 秒以上以關閉電腦，然後按下**電源**按鈕重新啟動電腦。
錯誤訊息：無效系統磁碟或非系統磁碟或磁碟錯誤。	磁碟機作業停止時，請取出磁碟並按下鍵盤上的空白鍵， 即可啟動電腦。

電源

徵兆	可能的解決方法
按下電源按鈕時電腦不會關機。	按住**電源**按鈕直到電腦關機為止。 檢查 [電源設定]。
電腦自動關機。	• 電腦可能處於超高溫的環境。請讓它冷卻一下。 • 確定電腦通風口未阻塞，內部風扇正在運作 — 請參閱： 位於第 9 頁的清潔程序。（您的電腦可能沒有配備內部風扇。）

螢幕（顯示器）

徵兆	可能的解決方法
螢幕變黑，而且顯示器電源燈不亮。	重新接好在顯示器背面和牆上插座兩端的電源插頭。
	按下顯示器上的**電源**按鈕。

徵兆	可能的解決方法
螢幕變黑。	按下鍵盤上的空白鍵或是移動滑鼠讓螢幕再度顯示畫面。
	按下 **[Sleep]** 按鈕（僅限部分型號）或鍵盤上的 Esc 鍵離開睡眠模式。
	按下**電源**按鈕啟動電腦。
	檢查顯示器視訊接頭的針腳是否彎曲： ● 若發現任何彎曲的針腳，請更換顯示器接頭連接線。 ● 如果未發現彎曲的針腳，請重新將顯示器接頭連接線連接到電腦。
	若您安裝多部顯示器，請參閱「**安裝進階功能**」下方的 位於第 7 頁的安裝多部顯示器。

鍵盤和滑鼠（通用）

徵兆	可能的解決方法
電腦無法辨識鍵盤輸入的指令及文字。	使用滑鼠關閉電腦，拔除並重新連接鍵盤到電腦背面，然後重新啟動電腦。
無法使用或偵測不到有線滑鼠。	拔除並重新連接滑鼠連接線至您的電腦。
	如果仍偵測不到滑鼠，請關閉電腦、拔除並重新連接滑鼠連接線，接著重新開機。
無法使用數字鍵盤的方向鍵移動游標。	按下鍵盤上的 Num Lock 鍵以關閉 Num Lock，便可以使用數字鍵盤上的方向鍵。
游標無法回應滑鼠動作。	使用鍵盤儲存所有已開啟應用程式中的變更，然後重新啟動電腦： **1.** 同時按下 Alt+Tab 鍵瀏覽開啟的應用程式。 **2.** 同時按下 Ctrl+S 來儲存選擇程式中的變更（大部份程式可使用 Ctrl+S 鍵盤快捷鍵執行儲存，但並非所有程式都可使用。） **3.** 重複步驟 1 與步驟 2 以儲存所有已開啟應用程式中的變更。 **4.** 儲存所有已開啟程式中的變更後，請同時按下鍵盤上的 Ctrl+Esc 鍵顯示 Windows [開始] 功能表。 **5.** 使用方向鍵選取 [關機] 旁的箭號按鈕。 選取 **[關機]** 然後按 Enter 鍵。 **6.** 關閉電腦後，請拔除並重新連接滑鼠接頭至電腦後方，接著重新啟動電腦。

鍵盤與滑鼠（無線）

徵兆	可能的解決方法
無法使用或偵測不到無線鍵盤或滑鼠。	• 請確定無線鍵盤或滑鼠位於接收器的範圍內，正常使用時大約為 3 公尺，初始設定或是進行重新同步化時，則需要在 30 公分之內。 • 滑鼠在停止使用 20 分鐘後會進入暫停模式，請確定滑鼠不是處於暫停模式。按一下滑鼠左鍵使其重新啟動。 • 更換鍵盤和滑鼠的電池。 • 使用下列步驟，將鍵盤和滑鼠重新與接收器同步化。 下列圖中所示的接收器、無線鍵盤與無線滑鼠皆為範例，您的型號可能會有所不同。**重要：**在這些步驟中，請將無線鍵盤與滑鼠置於與接收器同高的平面上，距離接收器 30 公分以內，並遠離其他裝置的干擾。 **1.** 將接收器從電腦上的 USB 接頭拔除，然後再重新接上。您的電腦型號可能有接收器專屬的接頭。如果可以，請使用電腦前面的 USB 接頭。 **2.** 確認滑鼠的電源已開啟 (**A**)，按住滑鼠底部的 **[Connect]** 按鈕 (**B**) 5 至 10 秒，直到接收器上的 LED 燈亮起或停止閃爍。 接收器的連線逾時時間為 60 秒。 若要確定已建立連線且接收器未逾時，請移動滑鼠以檢查螢幕上是否有反應。 **3.** 建立滑鼠連線後，請繼續接下來的步驟，重複建立鍵盤連線的程序。 **4.** 按住鍵盤背面的 **[Connect]** 按鈕 (**C**) 5 到 10 秒，直到接收器的 LED 燈亮起或停止閃爍。

喇叭與音效

徵兆	可能的解決方法
無法發出聲音。	若為 Windows 7： **1**. 按一下 **[開始]**、**[控制台]**、**[行動作業中心]**，然後按一下 **[疑難排解]**。 **2**. 在 **[硬體和音效]** 中，按一下 **[疑難排解音訊播放]**。
	如果您使用顯示卡上的高畫質多媒體介面 (HDMI) 接頭（僅限部分型號）將顯示器連接至電腦，而且您想在電腦初始安裝期間聽見聲音，您應該將類比喇叭連接至電腦的音訊音源輸出接頭。 請參閱安裝海報以連接類比喇叭。
	如果您使用顯示器內建的喇叭，那麼請使用顯示器前面板的音量按鈕來調整音量。 使用前面板按鈕進入螢幕視控顯示 (OSD) 以確保音訊已開啟且設定適當音量。
	確認已連接有電源鈕的（主動式）喇叭，而且已經開啟。
	關閉電腦，拔除並重新連接喇叭。確定喇叭已連接到音訊接頭，而非連接到音源輸入或耳機接頭。
	若要離開睡眠模式，請按下 **[Sleep]** 按鈕（僅限部分型號）或 Esc 鍵。
	若有耳機連接在電腦（或喇叭系統）上，請拔下耳機。
音量太小或音質不佳。	確認已將喇叭連接到電腦背面的音訊輸出（萊姆綠）接頭。（多聲道喇叭必須使用額外的音訊接頭。）分離式無電源喇叭（沒有個別電源的喇叭，例如電池或電源線）無法產生令人滿意的聲音。請以主動式喇叭來替換無電源喇叭。

網際網路連線

徵兆	可能的解決方法
網際網路程式無法自動啟動。	登入您的 ISP，然後啟動要使用的程式。

徵兆	可能的解決方法
無法連線上網。	若為 Windows 7： **1.** 按一下 **[開始]**、**[控制台]**、**[行動作業中心]**，然後按一下 **[疑難排解]**。 **2.** 在 **[網路和網際網路]** 中，按一下 **[連線到網際網路]**。
	請檢查您的網際網路連線類型是否使用正確的連接線。您的電腦可能會有一組撥接數據機與乙太網路配接卡（亦稱為網路介面卡或 NIC）。數據機使用標準電話線，而網路介面卡則使用網路線來連接區域網路 (LAN)。請勿將電話線連接至網路介面卡，也不要將網路線插入電話線路中；否則可能會損壞網路介面卡。
	執行**無線網路安裝精靈**： **1.** 按一下 **[開始]**、**[控制台]**、**[網路和網際網路]**，然後按一下**[網路和共用中心]**。 **2.** 在 **[網路和共用中心]** 視窗中，按一下 **[設定新的連線或網路]** 以開啟精靈並按照螢幕上的指示操作。
	如果您的系統有外接式天線，請試著將天線移到更好的收訊位置。如果為內建天線，請嘗試移動電腦。
	稍後再試著連接網路，或是連絡您的網際網路服務供應商 (ISP) 以尋求協助。

軟體疑難排解

若要修復軟體問題，可嘗試下列方法：

- 完全關閉電腦再重新開機。這是最簡單卻也最有效的方法。
- 更新驅動程式（參閱下列〈更新裝置驅動程式〉）。
- 使用「Microsoft 系統還原」軟體程式並重新安裝硬體驅動程式（參閱此表下方的〈Microsoft 系統還原〉）。 — 將您的電腦還原至安裝軟體之前所使用的設定。
- 重新安裝軟體程式或硬體驅動程式（參閱此表下方的〈重新安裝軟體程式及硬體驅動程式〉）。 — 將軟體（如果於產品出廠時預設安裝）或硬體驅動程式還原為原廠預設值。
- 「系統復原」（請參閱電腦上的《**疑難排解與維護手冊**》。 在螢幕的下方，按一下 **[開始]**，然後再按 **[HP 說明及支援]**、**[HP 使用手冊]**。 ）— 清除及重新格式化硬碟，然後重新安裝作業系統、程式與驅動程式。 將會您所建立的所有資料檔案。

更新裝置驅動程式	請完成下列程序更新驅動程式；如果新的驅動程式無法解決您的問題，請回復舊版的驅動程式。 **1.** 按一下 **[開始]**。 **2.** 在 **[開始搜尋]** 方塊輸入［裝置管理員］，然後按一下 **[裝置管理員]** 以開啟 **[裝置管理員]** 視窗。 **3.** 按一下加號 (+) 展開您要更新或回復的裝置類型。（例如，DVD/CD-ROM 光碟機）。 **4.** 連按兩下特定的項目（例如：HP DVD Writer 640b）。 **5.** 按一下 **[驅動程式]** 標籤。 **6.** 若要更新驅動程式，請按一下 **[更新驅動程式]** 並按照螢幕上指示進行操作。 **若要**回復到較早的驅動程式版本，請按一下 **[回復驅動程式]** 並按照螢幕上指示進行操作。
Microsoft 系統還原	如果出現可能是安裝在電腦中軟體所產生的問題，請使用「系統還原」將電腦還原到先前的還原點。您也可以手動設定還原點。 **附註：** 在您使用「系統復原」程式前，請務必使用「系統還原」程序。 若要啟動**「系統還原」**： **1.** 關閉所有開啟的程式。 **2.** 按一下 **[開始]**，在 **[電腦]** 上按一下滑鼠右鍵，然後按一下 **[內容]**。 **3.** 按一下 **[系統保護]**、**[系統還原]**，然後按一下 **[下一步]** 之後再按照螢幕指示進行。 若要手動新增還原點： **1.** 關閉所有開啟的程式。 **2.** 按一下 **[開始]**，在 **[電腦]** 上按一下滑鼠右鍵，按一下 **[內容]**，然後再按一下 **[系統保護]**。 **3.** 在 **[保護設定]** 下，選取您想建立還原點的磁碟。 **4.** 按一下 **[建立]**，然後按照螢幕指示進行。

重新安裝軟體程式與硬體驅動程式

如果任何原廠安裝的軟體程式或硬體驅動程式損毀，您可以使用「復原管理員」程式來重新安裝程式（僅限部分型號）。

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

解除安裝某一程式前，請確定您知道如何重新安裝該程式。確認仍可從您原本進行安裝的位置（例如：光碟或網際網路）取得該程式。或者確認該程式出現在可由「復原管理員」重新安裝的程式清單中。

若要確認「復原管理員」中可安裝程式的清單：

1. 按一下 **[開始]**、**[所有程式]**、**[復原管理員]**，然後按一下 **[復原管理員]**。 若系統提示，請按一下 **[是]** 允許程式繼續執行。
2. 在 **[我現在就需要協助]** 下方，按一下 **[軟體程式重新安裝]**。
3. 在「歡迎使用」畫面中按一下 **[下一步]**。 接著會開啟程式清單。 確定您的程式出現在清單中。

若要使用**「復原管理員」**重新安裝程式：

1. 按一下 **[開始]**、**[所有程式]**、**[復原管理員]**，然後按一下 **[復原管理員]**。
2. 按一下 **[軟體程式重新安裝]**，然後在 **[歡迎]** 畫面中按一下 **[下一步]**。
3. 選擇您要安裝的程式，按一下 **[下一步]**，然後按照螢幕上的指示進行操作。
4. 完成重新安裝後，請重新啟動電腦。**請勿省略最後一個步驟。**您必須在復原軟體程式或硬體驅動程式後重新開機。

若要解除安裝程式：

1. 關閉所有軟體程式及資料夾。
2. 按一下 **[開始]**，然後再按一下 **[控制台]**。
3. 在 **[程式]** 中，按一下 **[移除安裝程式]**。
4. 選取您想要移除的程式，然後按一下 **[解除安裝]**。

6 支援資訊

如何取得協助

取得容易、 輕鬆使用。 曾獲獎項肯定的「HP 顧客支援服務」是我們協助您充分利用電腦的承諾。 無論是透過電腦上的工具、網路上的資訊、電話還是您當地的經銷商，您都可以得到滿意的結果。

在洽詢「HP 顧客貼心服務」之前，請務必備妥下列資訊。

- 型號
- 系統（產品）編號
- 序號
- 軟體組建編號
- 作業系統
- 購買日期

請花些時間填寫您電腦的產品資訊，以供日後參考。

您可以在鍵盤上同時按下 Ctrl + Alt + S 鍵即可檢視清單中的前四個項目（型號、產品編號、序號和軟體組建編號）。

別忘了註冊！

造訪： http://www.hp.com/apac/register。

如何取得協助

1. 使用「說明及支援中心」取得硬體和軟體問題的說明。 按一下 **[開始]**，然後再按一下 **[說明及支援]**。 「說明及支援中心」提供有用的疑難排解資訊並包括下列：
   - 電子郵件支援
   - 與合格的支援專員進行「HP 即時線上對談」。
   - 支援專線
2. 若您有關於硬體的問題，請在連絡「HP 顧客貼心服務」前，執行預先安裝在電腦的硬體診斷工具。 按一下 **[開始]**、**[所有程式]**、**[PC 說明和工具]**，然後按一下 **[硬體診斷工具]**。
3. 如需線上協助，請前往「HP 顧客貼心服務」網站，網址為 http://welcome.hp.com/country/us/en/wwcontact_us.html。

自購買本電腦之日起三十 (30) 天內，您可免費獲得電話諮詢協助，使您順暢地操作電腦。 超過三十 (30) 天後這項服務便須收費，但您仍可獲得其他令人滿意的服務。

維修客戶支援

如果您的電腦需要維修或更換零件，您有兩種選擇：

- 您可以輕鬆更換許多被視為可由客戶自行更換的電腦零件。 這是最快的維修方式，因為通常我們在幾天內即可將零件直接送到您的家裏或公司。
- 如果需要維修，「HP 顧客貼心服務」將會安排維修電腦的相關事宜。

這些服務在保固期內皆免費。

這項保固服務有幾點限制和例外（以及一些重要細節），將在**《有限保固及支援手冊》**的**〈硬體有限保固〉**一節中說明。

升級硬體之前

您應該在完成新電腦的安裝後，再進行任何硬體的升級。 請參照系統隨附的安裝海報以協助您進行安裝。 若您在安裝及啟動系統時遇到任何問題，請立刻連絡本手冊先前所列出的「HP 顧客貼心服務」，HP 的客服代表會協助您解決所遭遇的問題。您必須在試圖升級您的系統前，完成此項動作。

撕開電腦背面安全封條的動作，代表您確認電腦在您試圖升級前的運作是正常的。安全封條撕開之後，您的電腦（在當地法律許可的範圍下）將會受到列於**《有限保固及支援手冊》**中**〈硬體有限保固〉**一節的條款與條件之保障。

The power to make a change

Thank you for your purchase. HP is dedicated to producing the highest quality, best performing, and easiest to use computers in the world. HP also designed this product with the environment in mind. If this computer is a replacement for an older computer you no longer need, go to www.hp.com/go/recycle to find out if HP can help you dispose of your old computer with minimum impact on the planet.

發揮改變的力量

感謝您購買本產品。HP 致力於生產全球最高品質、最佳效能以及最容易使用的電腦。HP 同時稟持環保理念設計本產品。如果您購買此電腦是為了替換不再使用的舊電腦，請前往：www.hp.com/go/recycle 以瞭解 HP 是否能協助您處理舊電腦，將對地球的衝擊降到最少。

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674264-AC2