

SONY®

***VAIO® MX Computer
User Guide***

PCV-MXS10

Contents

Welcome	5
Locating Controls and Connectors	7
Front Panel Overview	7
Back Panel Overview	10
Remote Control Overview	12
Additional System Capabilities	15
VAIO Action Setup.....	19
Shortcut Keys	19
Setting the Internal Timer	20
To Change the Sony Software Window Design.....	21
VAIO AV Applications	23
Overview of Preinstalled Software	23
DigitalPrint Software	25
DVgate Software.....	33
MovieShaker Software.....	36
PictureGear Software.....	43
Smart Capture Software	46
VisualFlow Software	55
Configuring Your VAIO Computer	57
Hard Disk Drive Partition	57
i.LINK (IEEE1394) Compatibility	58

System, Application, and Driver Recovery CD(s)	59
To Use the System Recovery CD(s)	59
To Use the Application Recovery CD(s)	61
To Use the Driver Recovery CD	62
Troubleshooting	63
Topics	63
Notes on Use	75
For Answers to Your Software Questions	81
Resources	84
Index	85


Welcome

Thank you for purchasing your Sony VAIO® MX computer! Your new computer is a superb blend of high technology and easy-to-use functionality. The information provided here is designed to help you to become familiar with the hardware and software applications included with your system.

Locating Controls and Connectors

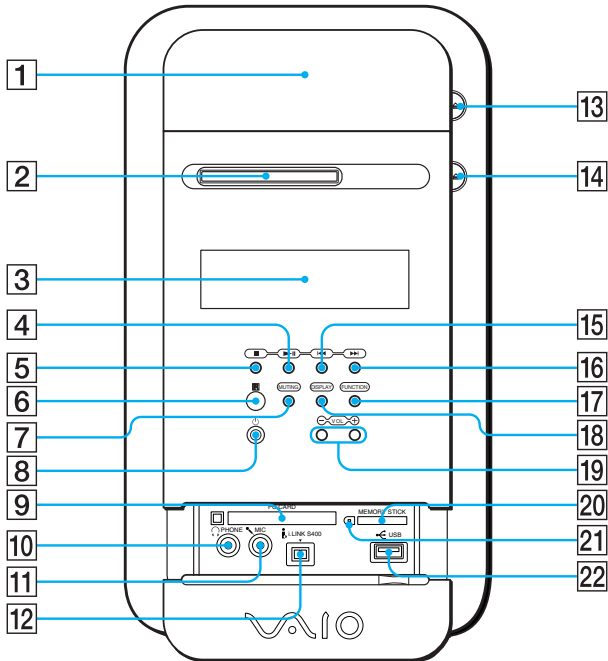
Front Panel Overview

The front panel of your VAIO® MX computer enables access to the optical drive, MiniDisc drive, Memory Stick®, and PC Card slots. The front panel also provides access to the Universal Serial Bus (USB) and i.LINK® ports to connect your compatible peripheral devices.

 i.LINK is a trademark of Sony used only to designate that a product contains an IEEE1394 connection. The i.LINK connection may vary, depending on the software applications, operating system, and compatible i.LINK devices. All products with an i.LINK connection may not communicate with each other.

Please refer to the documentation that came with your compatible i.LINK device for information on operating conditions and proper connection. Before connecting compatible i.LINK PC peripherals to your system, such as an optical or hard disk drive, confirm their operating system compatibility and required operating conditions.

Front panel



1 **DVD-RW drive**

Reads data from DVD or CD media. Writes data to a DVD-R, DVD-RW, CD-R, or CD-RW media.

2 **MiniDisc drive**

Plays and records music to and from a MiniDisc media. Supports Net MD protocol for secure music transfers.

3 **LCD display screen**

Displays the current operating mode and status of the computer.

4 **Play button**

Plays the current DVD, CD, or MiniDisc media contents.


5 **Stop button**

Stops the current playback of DVD, CD, or MiniDisc media.

6 **Infrared Receiver**

Enables the computer to receive signals from the remote control.
(For proper remote control operation, do not block the infrared receiver.)

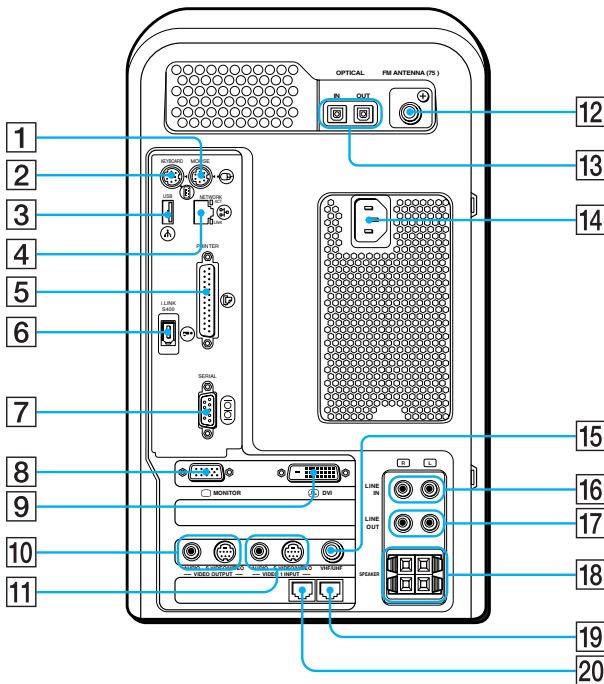
-
- 7** **Muting button**
Mutes the current sound output.
-
- 8** **Power button and indicator light**
Turns the computer on and off. The indicator light is blue when the computer is on and amber when the computer is in Stand by mode.
-
- 9** **PC Card slot**
A PC card (also called a PCMCIA card) can be installed using this slot, to increase the functions of your system.
-
- 10** **Headphone jack**
Connection for headphones.
-
- 11** **Microphone jack**
Connection for a microphone.
-
- 12** **i.LINK 4-pin port (IEEE1394)**
Connection for a compatible digital device.
-
- 13** **DVD-RW eject button**
Ejects a disc from the DVD-RW drive.
-
- 14** **MiniDisc media eject button**
Ejects a MiniDisc media from the MiniDisc drive.
-
- 15** **Previous/Rewind button**
Skips to the previous track on the current playback of a DVD, CD or MiniDisc media.
-
- 16** **Next/Fast Forward button**
Skips to the next track on the current playback of a DVD, CD or MiniDisc media.
-
- 17** **Function button**
Selects the operation mode of the computer.
-
- 18** **Display button**
Selects the display mode on the LCD display screen.
-
- 19** **Volume control buttons**
Increases or decreases the volume.
-
- 20** **MagicGate™ Memory Stick® media slot**
Reads and writes data to and from a Memory Stick media.
-
- 21** **MagicGate Memory Stick media access indicator light**
The indicator light is amber when the Memory Stick media slot is in use.
-
- 22** **Universal Serial Bus (USB) port**
Connection for a compatible USB device.
-

 For your convenience, your computer includes USB and i.LINK ports and jacks on both the front and back panels. (The 4-pin i.LINK port is located on the front panel and the 6-pin i.LINK port is located on the back.)

Back Panel Overview

The back panel of your computer contains the ports for supplied and optional accessories. The back panel also provides access to Giga Pocket™ Personal Video Recorder jacks and ports. The icons on the back panel locate and identify the ports on your computer.

Back panel



1 **Mouse port**

Connection for a PS/2® mouse.

2 **Keyboard port**

Connection for a PS/2 Keyboard.

3 **Universal Serial Bus (USB) port**

Connection for a compatible USB device.

4 **Ethernet port**

10Base-T/100Base-TX Fast Ethernet interface.

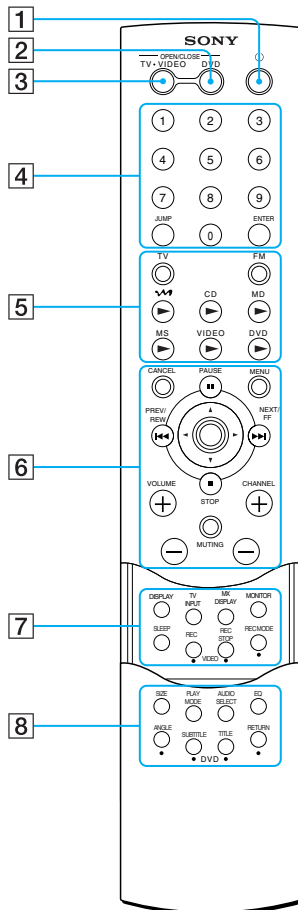
(The port marked with  (Network) is for LAN connections only.)


-
- | | |
|-----------|--|
| 5 | <i>Printer port</i>
Connection for a parallel device, such as a printer or scanner. |
| 6 | <i>i.LINK 6-pin port (IEEE1394)</i>
Connection for a compatible digital device. |
| 7 | <i>Serial port</i>
Connection for a compatible serial device. |
| 8 | <i>Monitor port</i>
Connection for a standard display. |
| 9 | <i>DVI (LCD) Monitor port</i>
Connection for an LCD display. |
| 10 | <i>Audio Out jack</i>
Connection for an audio cable (supplied).
<i>Video/S-video Out port</i>
Connection for a video cable adapter (supplied) or an S-video cable (optional). |
| 11 | <i>Audio In jack</i>
Connection for an audio cable (supplied).
<i>Video/S-video In port</i>
Connection for a video cable adapter (supplied) or an S-video cable (optional). |
| 12 | <i>FM antenna port</i>
Connection for an FM antenna. |
| 13 | <i>S/P DIF (IN/OUT) optical ports</i>
Connection for a digital audio or optical device. |
| 14 | <i>AC Input port</i>
Connection for the supplied power cord. |
| 15 | <i>VHF/UHF port</i>
Connection for a TV antenna (supplied). |
| 16 | <i>Line IN jacks (R/L)</i>
Connection for an audio device. |
| 17 | <i>Line OUT jacks (R/L)</i>
Connection for an audio device. |
| 18 | <i>Stereo speaker terminals (R/L)</i>
Connection for the supplied stereo speakers to the computer. |
| 19 | <i>Telephone cable jack</i>
Connection for a phone cable to the computer. |
| 20 | <i>Modem line jack</i>
Connection for a modem (supplied) cable to the wall jack. |
-

Remote Control Overview

The functions of the VAIO® MX Computer can be controlled using the remote control (supplied). The remote control can control the functions for the computer, FM Tuner, MiniDisc player, Memory Stick® media slot, Giga Pocket functions, and DVD/CD-ROM player.

Remote Control



-
- 1** **Power button**
Press to turn on the computer.
-
- 2** **DVD button**
Press to control a DVD player.
-
- 3** **TV/VIDEO button**
Press to start or stop Giga Video Recorder. Giga Video Recorder is a feature of the Giga Pocket Personal Video Recorder system.
-
- 4** **Channel number buttons**
Press to select specific channels. Press the ENTER button to activate channel selection.
Jump button
Press to return to the previous channel. Press again to return to the current channel.
Enter button
Press to activate channel selection. See channel number buttons.
-
- 5** **TV button**
Press to control the onscreen TV image.
FM button
Press to control the FM tuner on the computer.
M button
Press to control the  (M drive) on the computer.
CD button
Press to control the CD-ROM drive on the computer.
MD button
Press to control the MiniDisc drive on the computer.
MS button
Press to control the Memory Stick media slot on the computer.
Video button
Press to control video playback.
DVD button
Press to control DVD playback.
-
- 6** **Cancel button**
Press to close a message dialog box.
Pause button
Press to pause playback.
Menu button
Press to display the menu options.
Prev/Rew button
Press to rewind to the previous selection.
Direction (center) button
Press in the arrow directions to locate desired content, such as a song or Video Capsule. Press down to select desired content.
Next/FF button
Press to fast forward to the next selection.
-

6 Stop button

(Cont.) Press to stop playback.

Volume buttons

Press to raise or lower the volume.

Muting button

Press to turn off the sound. Press again to restore the sound.

Channel buttons

Press to browse available channels.

7 Display button

Press to display information.

TV input button

Press to select the input source including a television tuner or external input.

MX Display button

Press to view the LCD display on the computer.

Monitor button

Press to set the display to Stand by mode. Press again to enable the monitor to resume. This feature is not available while Giga Pocket features are in use.

Sleep button

Press to program the computer to automatically enter Stand by mode.

Video Rec button

Press to start recording with Giga Video Recorder.

Video Rec Stop button

Press to stop recording onscreen images to Giga Video Recorder.

Video Rec Mode button

Press to select a recording of Giga Video Recorder.

8 Size button

Press to view SonicStage™ Premium software in Simple mode view. Press again to return to full-screen view.

Play Mode button

Press to select Play mode.

Audio Select button

Press to select audio mode.

EQ button

Press to adjust your equalizer.

Angle button

See the Media Bar™ DVD Player software Help file for more information.

Subtitle button

See the Media Bar DVD Player software Help file for more information.

Title button


See the Media Bar DVD Player software Help file for more information.

Return button

See the Media Bar DVD Player software Help file for more information.

Additional System Capabilities

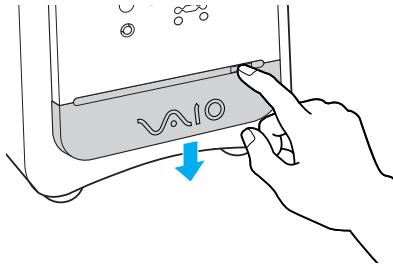
To Use Memory Stick Media Slot

Your VAIO® MX computer is designed to support the Sony MagicGate™  Memory Stick® media. A Memory Stick media is a compact, portable, and versatile data storage media designed for exchanging and sharing digital data with similarly equipped products.

Inserting a Memory Stick media

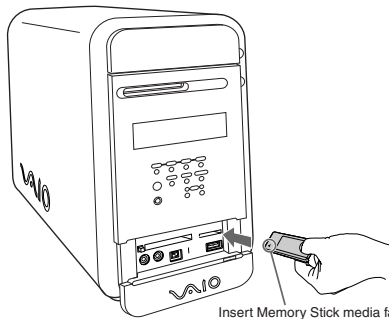
- 1 Slide front panel cover in the direction of arrow as shown, to open the lower front panel.

Opening the lower front panel



- 2 Insert the Memory Stick media into the Memory Stick media slot.

Inserting the Memory Stick Media



- 3 If the media does not insert easily, remove it from the slot and verify that it is not upside-down or backwards. Carefully reinsert the Memory Stick media, but do not force it into the slot.



Do not remove the Memory Stick media while the media access indicator light is on. The media or its data may become damaged.

Removing a Memory Stick media

A small portion of the Memory Stick media remains extended when it is inserted into the Memory Stick media slot.

- 1 Press and release the extended portion of the Memory Stick media. The media extends out further from the slot.
- 2 Remove the Memory Stick media from the slot carefully.

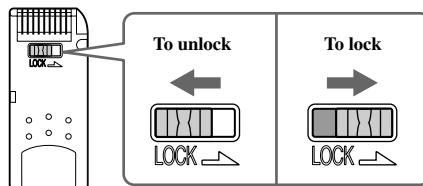


Sony Memory Stick media do not support AVI file playback. First copy the AVI file to your hard disk drive and then playback the file.

Protecting data on Memory Stick media from accidental changes

Memory Stick media contain a write-protect tab. The write-protect tab prevents accidental changes to information recorded on your Memory Stick media. When you slide the write-protect tab to the LOCK position, your Memory Stick media is write-protected. You cannot delete, copy, or save information on the media while the write-protect tab in the LOCK position. When you slide the tab to the un-LOCK position, you can write to or modify your Memory Stick media's contents.

Locking the Memory Stick Media



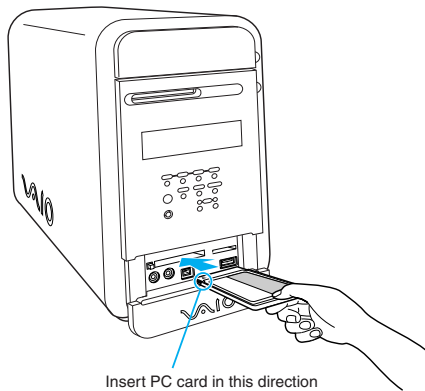
To Use PC Card Slot

Your computer has a card bus PC card slot that supports Type I or Type II PC (PCMCIA) cards. You do not need to shut down your computer when inserting a PC card. For more information, see the instructions supplied with your PC card.

Inserting a PC card

- 1 Insert the PC card into the PC card slot until it clicks into position.

Inserting a PC card




- 2 If the PC Card does not insert easily, remove it from the PC card slot and verify that it is not upside-down or backwards. Carefully reinsert the PC card, but do not force it into the slot.

Removing a PC card

- 1 Double-click the Safely Remove Hardware icon in the Windows® task tray.
- 2 Click to select the name of the card that you want to eject and click Stop. The Stop a Hardware Device window appears.
- 3 Click OK.

- 4 When the message “Safe to Remove Hardware” appears, push the PC card Eject button on the front panel of the system unit. You may need to extend the Eject button out from the computer before you can eject the card.
- 5 When the PC card ejects from the PC card slot, remove it by holding the edges and pulling it out carefully.

 If you eject the PC card incorrectly, your computer may not work correctly.

VAIO Action Setup

VAIO Action Setup manages the settings for your VAIO® keyboard's Shortcut keys (S Keys).

Shortcut Keys



The programmable S Keys are set to perform the following functions:

- S1** — Outlook® Express
- S2** — Internet Explorer
- S3** — SonicStage™ Premium
- S4** — Giga Pocket™ Personal Video Recorder


You can reprogram the S keys to launch other applications.

Changing the Settings of the S Keys

- 1 Click Start in the Windows taskbar and select All Programs.
- 2 Select VAIO Action Setup, then click VAIO Action Setup.

 You can also double-click  the VAIO Action Setup icon, located in the Windows taskbar, to launch VAIO Action Setup.


- 3 Click the S Key you want to change.
- 4 From the Select Application dialog box, click the option for the desired type of function. The corresponding applications appear in the list box on the right.

 You can drag an application to place it into the list box.

- 5 The Confirmation Application Name window appears. Click Next.
- 6 You may now type a new name and description, if desired. Then click Finish.



Setting the Internal Timer


The VAIO Action Setup utility enables you to set your computer's internal timer to launch certain applications or documents automatically.

 Some software applications take longer than others to launch. It is advisable to confirm in advance the amount of time your selected application requires to start.

To select the timer's launch application

- 1 Click Start in the Windows taskbar, and select All Programs.
- 2 Select VAIO Action Setup, then click VAIO Action Setup.

 You can also double-click  the VAIO Action Setup icon, located in the Windows taskbar, to launch VAIO Action Setup.

- 3 Select the Timer tab on the left side of the VAIO Action Setup window.
- 4 From the Time Setting tab, click the  (Time Schedule Setting icon) button.
- 5 Follow the Select Application wizard instructions.
- 6 Click Finish to activate your settings.

To set up the timer start


- 1 From the Time Setting tab, click Set.
- 2 Follow the Timer Setup wizard instructions.
- 3 Click Finish to activate your settings.

To Change the Sony Software Window Design

You can select from different window designs for your Sony software and create your own personal computing environment.


Changing the window design

- 1 Click Start in the Windows taskbar and select the Control Panel.
- 2 Click Other Control Panel Options.
- 3 Click UI Design Selector.
- 4 Click << or >> and select the desired design.
- 5 Click Apply.
- 6 The “UI Design Selector” window design changes. The window design for your Sony software will match the “UI Design Selector” window.
- 7 To try another selection, click << or >>, then click Apply.
- 8 When you have made your selection, click OK. The UI Design Selector closes and the Sony software window design displays.

 You may only use this feature with compatible UI Design Selector software.

VAIO AV Applications

Your VAIO® computer is preconfigured with a collection of audio and video (AV) applications that make it easy to use advanced multimedia technology. This section describes the VAIO® AV applications.

 Your computer may not be supplied with all of the software applications listed, depending on the system configuration you purchased.

Your computer's visual presentation of the VAIO AV applications may not appear exactly as shown in this section, depending on the specific computer model you purchased.

Overview of Preinstalled Software

DigitalPrint

Sony Electronics Inc.

This image management software makes it fun and easy to edit, import, and organize your digital pictures in a photo album for rich digital printing to any standard color laser or inkjet printer. Digital Print can also be used to make custom CD labels for your audio CDs.

DVgate™

Sony Electronics Inc.

Connect a digital video camera recorder to the i.LINK® port and capture your own video clips and still images. You can edit clips from your video, add new clips, and combine clips into new movie segments. You can also save your images in a variety of popular file formats.

Media Bar® DVD Player

Sony Electronics Inc.

Media Bar DVD Player is created especially for high-quality DVD playback. You can enjoy the superior digital video quality and the effects features. You can rewind or fast-forward scenes from the DVD Player monitor as you would with any ordinary DVD player, to easily find the scene you want to view. Typical DVD playback features are available, such as multiple angles, audio language tracks, and subtitles. Media Bar DVD Player seamlessly integrates a premium audio/visual experience with an easy-to-use software interface.

MovieShaker™

Sony Electronics Inc.

Sony's original MovieShaker software creates personal movies that have transitions, background music, and text. Just import your video clips and "shake" with a click of the mouse. Your personal movies are easy to create and fun to share with family and friends.

PictureGear™

Sony Electronics Inc.

This image management software displays images from your hard drive, a Sony digital still camera, or a Sony Mavica® camera. The images appear in a convenient light-table format, so that you can easily view the contents of an entire folder.

Smart Capture

Sony Electronics Inc.

Smart Capture is a fun new way to send multimedia messages via e-mail. Smart Capture manages the i.LINK® connection between your notebook and a Sony Digital Handycam® Camcorder that supports the i.LINK interface. It allows you to capture compressed video or still images and save them to your hard disk drive or share via e-mail. A smart solution for computer, digital audio/video and network convergence.

VisualFlow™

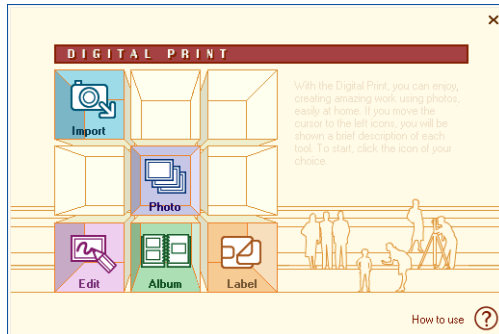
Sony Electronics Inc.

VisualFlow software is a state-of-the-art Sony multimedia browser designed specifically for Memory Stick® media. It displays any still picture, movie or sound file stored in a Memory Stick media in a visually pleasing, artistic manner. VisualFlow software not only plays a selected movie or sound file, but also enables playback of files by other applications like PictureGear™ software or Memory Stick Slideshow.

DigitalPrint Software


DigitalPrint is designed to creatively manage your digital pictures. With its easy-to-use features, you can quickly load images from your digital camera or camcorder, print high-quality photos, and make personalized photo albums and labels to share with friends and family.


DigitalPrint main browser window



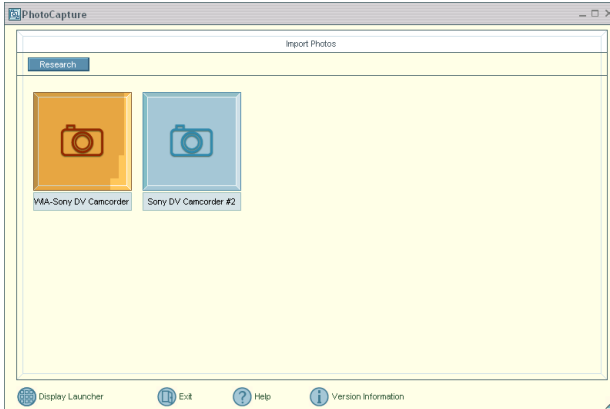
Using PhotoCapture

Capture and import your digital pictures from your digital camera or camcorder, to your computer. You can select your favorite pictures and place them in handy folders for future use.

- 1 Click  (Import) to open the PhotoCapture window. Your connected digital camera, camcorder, or Memory Stick® media is indicated in the window.

 Properly connect your digital camera, camcorder, or insert your Memory Stick media in your computer.

PhotoCapture window



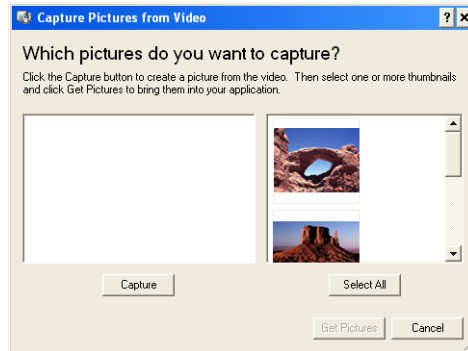
- 2 Click the camera icon to open the Enter Photo Folder Name dialog box. You can enter a name for a new folder or click Select Photo Folder, to import your pictures to an existing folder. Click OK.



Enter Photo Folder Name dialog box



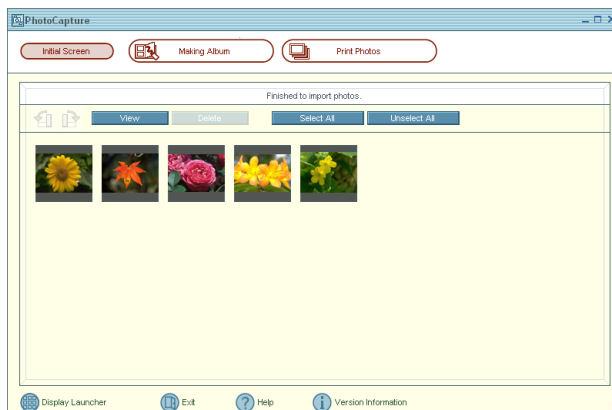
- 3 Click the Capture button to capture still images. You can preview a thumbnail version of your pictures in the selection view window.

Capture Pictures from Video window




- 4 Select the desired pictures and click the Get Pictures button. The PhotoCapture picture editor window appears.
- 5 Click the View button to see an enlarged version of a selected picture. You can use   (Rotate) to change the position of a selected picture. Use the Delete button to eliminate any unwanted pictures.

PhotoCapture editing window



Using PhotoCollection

You can select and print your favorite digital pictures, using your computer and home printer.

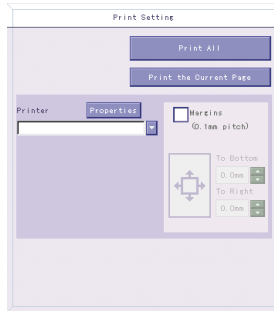
- 1 Click  (Photo) to open the PhotoCollection window. A list of available Folders is displayed on the left side of the window, with the folder contents displayed as thumbnail pictures on the right.

PhotoCollection window



- 2 Select the desired folder. From the thumbnail view, click to select the pictures you want to print.
- 3 Click the Photo Print button at the top of the window. Select the number of prints you want to make, using the scroll arrows. Click OK.
- 4 Select the paper, based on the picture positioning desired. A layout preview is displayed on the left side of the window.
- 5 Use the configuration buttons and drop-down lists to select the printer and to set margins.


Printer and Paper selection window



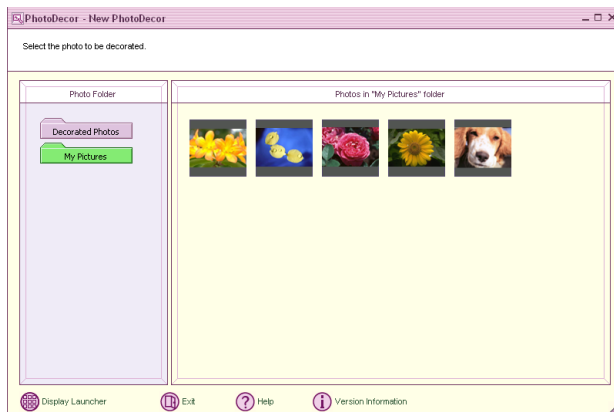
- Click Print All to begin printing all pages, or click “Print the selected page only” to print a specific page of photos.

Using PhotoDecor

You can decorate your favorite photos with clip art, stamps, or your own drawing talent. Add, remove, and change your designs to create your own unique photo art.

- Click  (Edit) to open the PhotoDecor - New PhotoDecor window. A list of your available Folders is displayed on the left side of the window, with the folder contents displayed as thumbnail pictures on the right.

PhotoDecor-New PhotoDecor window




- 2 Select the desired folder. From the thumbnail view, click to select the pictures you want to decorate. The PhotoDecor editing window appears.
- 3 Use the decoration features on the right side of the window by clicking on the desired decoration icon and then dragging the decoration onto your photo.
- 4 Click the Print button when your photo is ready to be printed. You can save your decorated pictures before printing. Name the new picture and click Save.

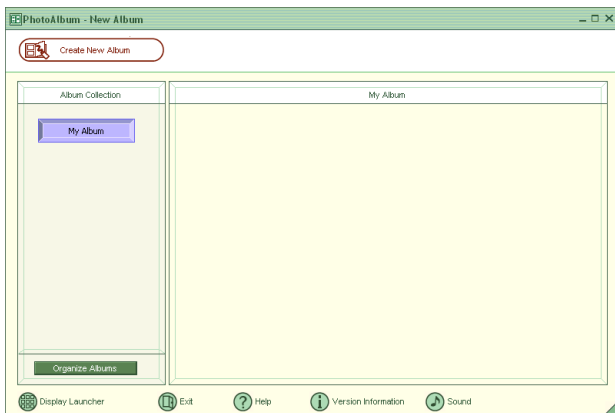
 The default location for your saved decorated pictures is in the Decorated Photos folder, which can be viewed from the PhotoDecor - New PhotoDecor window.


Using PhotoAlbum

Capture your special photos in an organized photo album. You can share your custom-made photo albums with friends and family.


- 1 Click  (Album) to open the PhotoAlbum - New Album window.

PhotoAlbum - New Album window




 If you wish to work on a previously created album, do not click Create New Album. Instead, select the desired album from the Album Collection view on the right side of the window.

- 2 Click Create New Album. The Select Photo window appears.
- 3 Select the photos you want to include in your album from the available folders displayed. Click List to select individual pictures from each folder. The Select Design window appears.
- 4 Select a design template for your album. Use the scroll bar to see all available designs. When you have selected the design, the Select Layout window appears.
- 5 Select a page layout for your album. A preview of your selected design and page layout is displayed. Scroll through the album, using the book icons at the bottom of the window.
- 6 Click the Page List button to edit your album. Customize your album by adding more pictures, decorations, comments, or deleting pages. Click Print.
- 7 Select the album type and click Print.

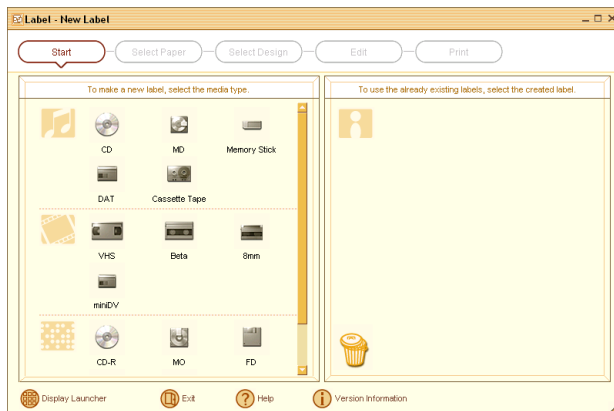
 For information on stitching your album, click Stitch Album. See the online Help file for more details.

Using LabelMaker


Use LabelMaker to design original labels to personalize your media, such as Memory Stick® media, CDs, or video cassettes.

- 1 Click  (Label) to open the Label - New Label window.

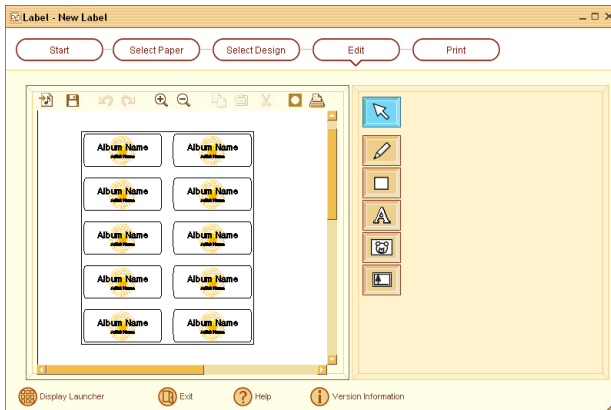
Label - New Label window




- 2 Click to select a media type. The Select Paper window appears.
- 3 Select the media's paper layout. The Select Design window appears.
- 4 Select a design template. Add your decorations or customize the design template, as desired.

 A new window appears, enabling you to list the contents of your audio or video media. You can create a song or video list, depending on the type of media label being created.

Design Edit window



- 5 Click Print to complete the label making process. Use the configuration buttons and drop-down lists to select the printer and to set margins.

 See the online Help for detailed information on using DigitalPrint software.

DVgate Software

Connecting a digital video camcorder

Turn off the power to your digital video camcorder before connecting it to your computer. After connecting the device, turn its power back on. You do not need to turn off the computer when connecting the camcorder.

To use DVgate™ software with a digital video camcorder

- ❑ Do not use DVgate™ software when the connected digital video device is in Timer Recording mode, as this may produce a malfunction in the device.
- ❑ Video captures larger than 2 GB (9 minutes and 30 seconds) are automatically continued in a second file.
- ❑ You can record stereo audio (stereo 1) while capturing video, or you can add audio on the stereo 2 track after capturing the video data.
- ❑ You cannot use different audio modes on the same tape. Perform a separate capture for each audio mode you wish to use.
- ❑ DVgate software does not support hard disk compression. Do not use disk compression if you are planning to work with DVgate software.
- ❑ Title data is saved in the flash memory of a digital video camera and is not transferred to tape by DVgate software.
- ❑ Disable your screen saver program to avoid interruption during your capture sessions.
- ❑ The drop frame compensation feature does not provide accurate compensation adjustments for tapes recorded in LP mode.
- ❑ The information displayed by the capture progress indicator may not be accurate for tapes that are recorded using a mixture of both SP and LP modes.
- ❑ Keep the video head of your digital video device properly cleaned. Anomalies that you see in captured data may be due to dust or other particles on the video head.
- ❑ The last frame captured is one frame before your selected [OUT] point. The frame you see immediately after clicking the [OUT] button is not captured.

To use DVgate software to record AVI files to tape

- ❑ Do not use DVgate™ software when the connected digital video device is in Timer Recording mode, as this could produce a malfunction in the device.

 You can record only AVI files. MPEG files cannot be recorded.

- ❑ Avoid recording problems, such as a single frame appearing in multiple frames, by closing other applications on your system while recording.
- ❑ You cannot use different audio modes on the same tape. If you have AVI files that use different audio modes, they cannot be recorded at the same time, but must be recorded separately.
- ❑ DVgate software features do not support working with AVI files that are smaller than 4 MB.
- ❑ DVgate software does not support hard disk compression.
- ❑ Video and audio data are not available while you are recording, in order to maximize recording capabilities.
- ❑ If DVgate software indicates that frames are dropped, try closing all open applications, or defragmenting your hard drive.

Installing the DVgate plug-in for Adobe Premiere software

Your VAIO® computer may not have Adobe® Premiere® software preinstalled. If you subsequently purchase and install this software on your computer, you must install a plug-in to ensure compatibility with the DVgate software.

To install the DVgate plug-in

Install the plug-in for Adobe Premiere 6.0 by following these steps:

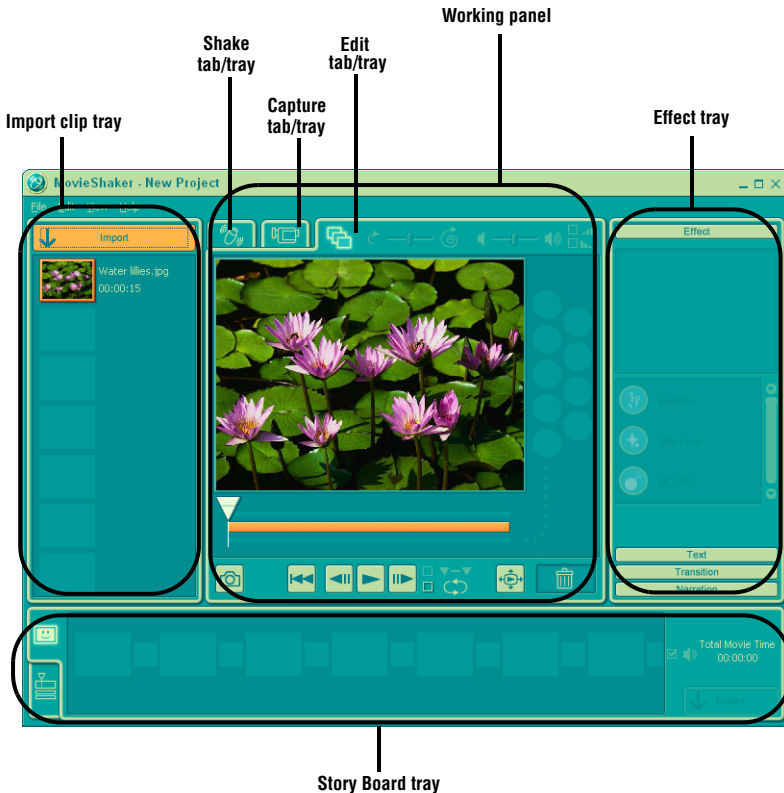
- 1 Click Start in the Windows® taskbar and then click Run. The Run window appears.
- 2 Click Browse and navigate to your C: drive, using the Look in: drop-down list.
- 3 Double-click Program Files, double-click Sony, and then double-click DVgate.

- 4 Double-click Premiere Plug-in, and then double-click to open the 6.0 folder.
- 5 Double-click Setup.exe and the Run window appears. Click OK.
- 6 From the installation wizard, follow the on-screen instructions to install the plug-in.

MovieShaker Software

MovieShaker™ software can be used to create fun and innovative movies without any previous knowledge of film editing. In a few simple steps, video files can be made from still images with added special effects and music files. Save your personal video creation in a format that is compatible with most computers.

MovieShaker main window




Creating movies with MovieShaker software

Using your imported clips, you can create a short movie using the Shake feature. The Shake feature randomly selects clips from the Story Board tray, to create a 30-second movie. After you “Shake” your video, you can edit it by adding effects and text, adjusting the color and contrast, and modifying the length.

To import images and sound clips

- 1 Click **Import**. The Import file browser window appears.
- 2 Find the clip(s) you want to add.
- 3 Click to select the clip(s). The file(s) are added to the Import clip tray.

 You can delete a clip from the Import clip tray by dragging the clip's icon to the trash icon located on the Edit tray of the working panel.



Importing image or sound files that are over 30 seconds in length, may cause the MovieShaker software to stop responding.

To use the Shake feature


- 1 Click the Shake tab. The Shake panel appears
- 2 Select a mood by clicking a face in the Shake pattern tray.

Shake tray window



- 3 Click the Shake! button. A 30-second movie is automatically generated and saved to the Story Board tray.

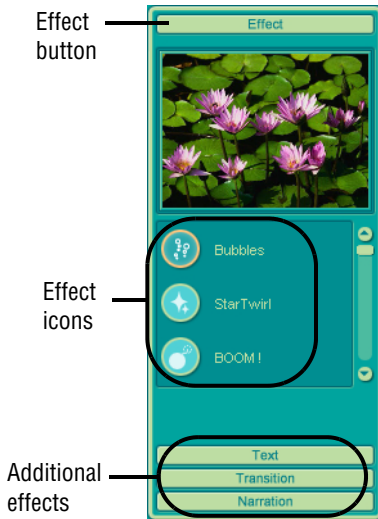
- 4 Add text to your new movie by clicking on the Input button.
- 5 To preview, rewind, or fast forward your movie, use the Playback buttons.

 Scenes created with the Shake feature begin with a black screen in the Shake tray window. Your scenes appear during movie playback.


To add effects to a scene or a clip

- 1 Double-click or drag the desired clip or scene to move it to the Story Board tray.
- 2 Click the Effect button on the Effect tray.

Effect tray window (Effect button selected)



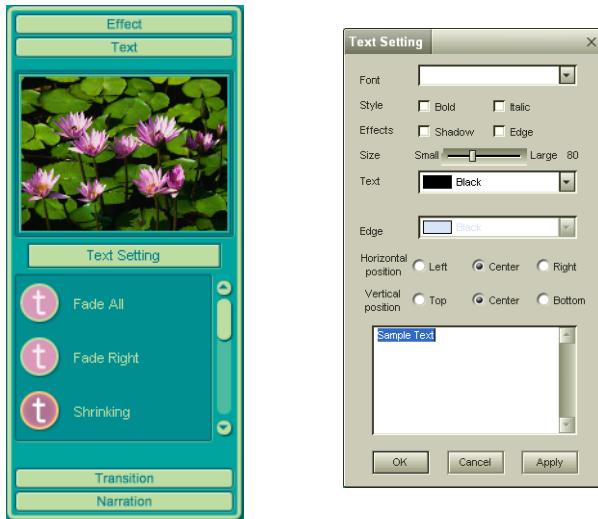
- 3 Drag the Effect icon you want to add from the Effect tray to the Effect palette on the working panel.
- 4 Click the Play button on the Edit tray to preview the effect. The added effect previews on the clip displayed in the Effect tray window.

 You can eliminate an effect by dragging it from the Effect palette to the trash icon on the working panel. See the online Help file for more information on adjusting effect duration and replaying clips and scenes.


To add text effects to a scene or clip

- 1 Double-click or drag the clip or scene to move it to the Story Board tray.
- 2 Click the Text button on the Editing tray.

Effects Tray (Text button selected)




- 3 Click the Text Setting button to create customized text. The Text Setting dialog box appears, enabling you select the desired font, color, and positioning for your text.
- 4 Drag the Text effect icon you want to add from the Effect tray to the Effect palette on the working panel.
- 5 Click the Play button on the Edit tray to preview the text effect. The clip displays the text effect in the Effect tray window.

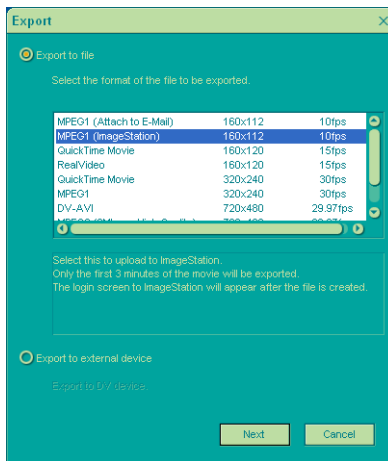
 From the working panel, you can eliminate a text effect by dragging it from the Effect palette to the trash icon. See the online Help file for more information on adjusting Text effects.

To save a movie


- 1 Verify that the movie or clips you want to save are located on the Story Board tray.
- 2 Click the Export button on the working panel.
- 3 Select the format in which you want the movie to be saved.

 You can click on each export format to view its description and use.

Export window



- 4 Click Next.
- 5 Locate the folder to which you want the file saved and name your file before saving.
- 6 Click Save.


 The time required to export your movie file may vary, depending on the format selected. See the online Help file for more information on exporting a movie.

Using ImageStation online service with MovieShaker software

ImageStationSM is an online service that allows you to store your pictures and movies on the Internet to share with family and friends. ImageStation requires an Internet connection and registration for the Web-based service. You must be connected to the Internet before uploading your pictures or movies using MovieShaker and ImageStation applications.

To upload MovieShaker files

- 1 Locate the clips or video files that you want to upload to the ImageStation service, and import them to the Import Clip tray.
- 2 Drag and drop the desired clips or video files to the Story Board Tray.
- 3 Click the Export button. The Export window appears.
- 4 Select “MPEG1 (ImageStation)” and click Next.

 The MovieShaker application creates a temporary file to store your images prior to uploading to ImageStation. This file is deleted after the upload process.

- 5 If you are a registered member, provide your login name and password.
For first-time users, click “Register to ImageStation.” The ImageStation registration wizard appears and guides you through the initial registration process. Follow the on-screen instructions.

ImageStation Login window



ImageStation Login

Welcome to ImageStation!

User Name Login

Password Cancel

Save password.

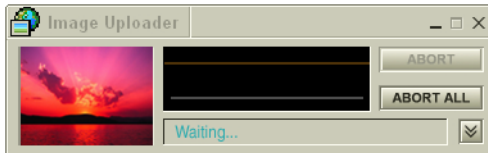
In the future do not show this screen.

If you are using ImageStation for the first time, click [Register to ImageStation].


Register to ImageStation

- When the ImageStation application on your computer connects with ImageStation online, your files are uploaded to the Web site. The Image Uploader window appears and displays the Internet connection and upload status.

Image Uploader window



- Go to <http://www.imagestation.com> to view your uploaded pictures or movies. Follow the on-screen instructions to access your ImageStation account.

 The ImageStation Web site may ask you to complete a full login again, if your current online session is not active.

PictureGear Software

PictureGear™ software is a digital image management application that allows you to view all the images stored in any directory on your computer. Thumbnail views provide quick reminders of your pictures. Use PictureGear software to brighten, add contrast, enhance, resize, crop, and color-correct your pictures. Create animations, screen savers, wallpaper, still pictures from MPEG, and HTML photo albums.

PictureGear main window



Managing your pictures

Use the Collection feature to manage your pictures.

- 1 Click the Folder tab in the main window and browse to locate your pictures.
- 2 Select the pictures you want to include in your collection.
- 3 From the Collection menu, click Create New Collection.
- 4 Enter a name for your collection, then click OK.

Creating a photo album

- 1 Click the Folder tab in the main window and browse to locate your pictures.
- 2 Select the pictures you want to include in your album.

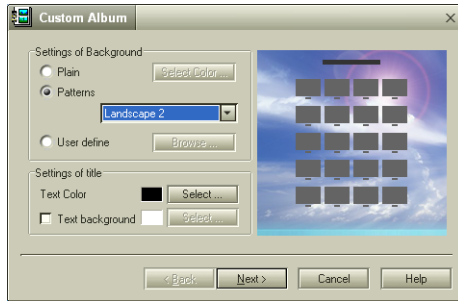
PictureGear Album Maker dialog box




- 3 From the Utilities menu, select Album Maker.
- 4 Choose a Design template for your album.
- 5 Click the “Make soon” button to create your album immediately, using the PictureGear default settings.

- Click the “Customize the design” button to add pictures, frames, text, and effects.

Custom Album dialog box



-  If you select the Custom Album process, the final album is created when you click the Finish button in the last dialog box.


Custom album “Completed” dialog box



- Click Save to designate the location where you want to save your album.
- Enter a name for the target folder and click OK.
- The PictureGear™ Custom Album feature creates the new folder in the designated location.

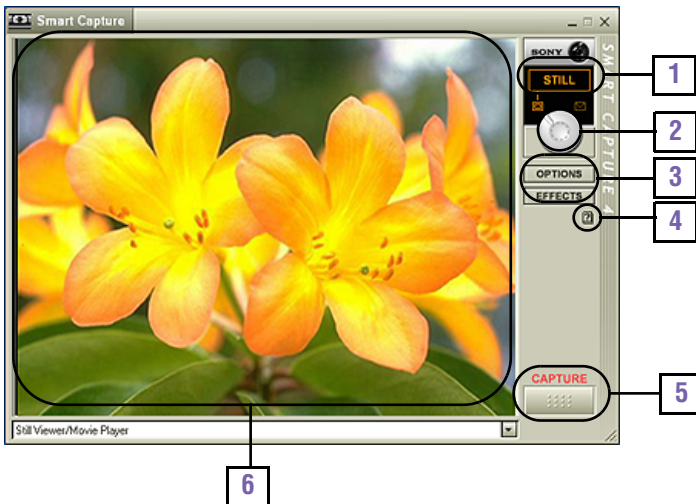
Smart Capture Software

Smart Capture is a Sony application that manages the i.LINK® connection between your computer and a compatible i.LINK digital camera or camcorder. You can capture and enhance video or still images to share with your family and friends over the Internet or through e-mail.

 i.LINK is a trademark of Sony used only to designate that a product contains an IEEE1394 connection. The i.LINK connection may vary, depending on the software applications, operating system and compatible i.LINK devices. All products with an i.LINK connection may not communicate with each other.

Please refer to the documentation that came with your compatible i.LINK device for information on operating conditions and proper connection. Before connecting compatible i.LINK PC peripherals to your system, such as an optical disc drive or hard disk drive, confirm their operating system compatibility and required operating conditions.

Smart Capture main window



<p>1 Mode indicator Displays the current mode (Still or Net Movie).</p>	<p>4 Help button Connects you directly to the online Smart Capture Help.</p>
<p>2 Mode dial Switches Smart Capture from Still mode to Net Movie mode with a single click of your mouse.</p>	<p>5 Capture button Captures your individual still images in the same manner as a camera. You can select different characteristics for the Capture button when capturing a Net Movie.</p>
<p>3 Options button Displays the configuration options available for either Still or Net Movie mode. Effects button Displays the special effects that you can apply to your pictures or video clips.</p>	<p>6 Image window Displays the still or video image from your digital camera or camcorder.</p>

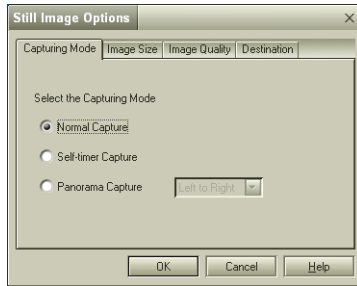
The Smart Capture main window opens with a blue screen image, indicating that there is no data input from a digital camera or camcorder. When you connect your digital camera or camcorder to your system with an i.LINK cable and turn it on, an image appears in the main window. Some cameras and camcorders need to have a recording media inserted before an image can be displayed in the Smart Capture window. Consult the manual supplied with your digital camera or camcorder for more information.

Using Still Mode

- 1 Click Start in the Windows® taskbar and click All Programs.
- 2 Select Smart Capture and then click Smart Capture. The Smart Capture main window appears.
- 3 Connect your compatible i.LINK digital camera or camcorder to your computer with an i.LINK cable (optional). An image appears in the Smart Capture main window.
- 4 Check that the Mode dial is set to Still. Click the Mode dial to switch between Still mode and Net Movie mode.

- 5 Click the Options button to view the available options for your still image capture. The Still Image Options window appears.

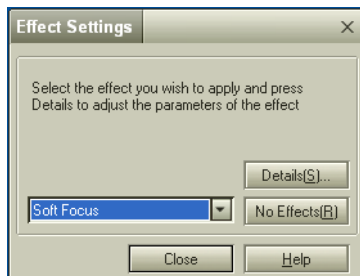
Still Image Options window




The Still Image Options window has four tabs:

- ❑ **Capturing Mode** — You can choose between Normal, Self-timer, or Panorama Capture modes.
 - ❑ **Image Size** — Select the image size, horizontal by vertical, in pixels.
 - ❑ **Image Quality** — Set the quality of your pictures as they are being saved by selecting Fine, Standard, or Economy image quality.
 - ❑ **Destination** — Select a file destination for your pictures.
- 6 Click the Effects button to select a special image effect. The Effect Settings window appears. Use the drop-down list to view and customize the available effects.

Effect Settings window



 You can use a different special effect for each picture, or you can remove all special effects by clicking the No Effects button.

To capture a picture in Still mode

- 1 Use your digital camera or camcorder to locate the image you want to capture. When you see the desired image in the Smart Capture window, click the Capture button. The Still Viewer window appears. You can capture one picture or several pictures at a time.

Still Viewer window




- 2 Click the arrows or drag the scroll bar to view the pictures. As each image is captured, it appears in the Still Viewer window with a text balloon to add your comments and an identifying number in the viewer queue.

To manage pictures in Still mode

From the Still Viewer window, you can perform various functions using the task buttons:

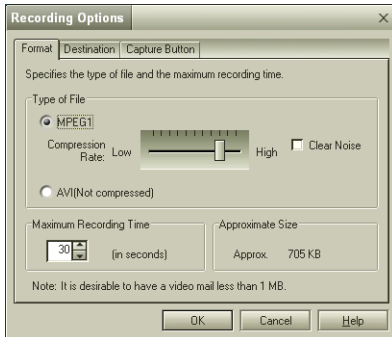
- ❑ **Delete** — Discard any or all of your still images by clicking the Delete button. Select a single image or all and the image(s) is “torn” and removed from the Still Viewer window.
- ❑ **Upload** — Send your still images online to the ImageStation Web site to share with your family and friends. The ImageStation service stores your still images online when you become a registered user. See “Using ImageStation with Smart Capture software.”
- ❑ **Mail** — E-mail your still images to your family and friends. Click the Mail button and your e-mail application launches with a new message window containing the still image as an attachment.
- ❑ **Save** — Click the Save button to save your still image in a variety of formats, to a location of your choice.

 You must be connected to the Internet before attempting to upload or e-mail your still images or videos.

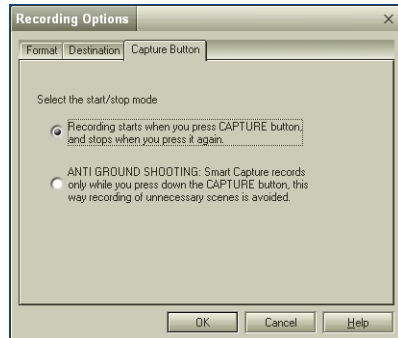
Using Net Movie Mode

- 1 From the Start button in the Windows taskbar, select All Programs, select Smart Capture, and then click Smart Capture. The Smart Capture main window appears.
- 2 Connect your compatible i.LINK digital camcorder to your computer with an i.LINK cable (optional). An image appears in the Smart Capture main window.
- 3 Verify that the Mode dial is set to Net Movie. Click the Mode dial to switch between Still mode and Net Movie mode.
- 4 Click the Options button to view the available options for your movie capture. The Recording Options window appears.

Recording Options window



Format tab view




Capture Button tab view

The Recording Options window has three tabs:

- Format** — You can adjust the compression rate for your movies in MPEG1 format or choose the AVI option for no compression. You can also set the maximum recording time for your movie capture.

- ❑ **Destination** — Select a file destination for your movies when recording video clips.
 - ❑ **Capture Button** — Set the characteristics of the software's on-screen Capture button. You can start and stop recording by clicking the Capture button (this is the default characteristic). You can select Anti-Ground Shooting, which allows recording to occur only while you click and hold the Capture button. Recording will stop when you release the button.
- 5 Click the Effects button to select a special image effect. The Effect Settings window appears. Use the drop-down list to view and customize the available effects.

 You can remove all special effects by clicking the No Effects button.


To capture a movie in Net Movie mode

- 1 Use your digital camcorder to locate the view(s) you want to capture. When you see the desired view in either the Smart Capture window or your camcorder's viewfinder, click the Capture button to begin recording your movie. The Movie Player window appears.
- 2 Click the Capture button when you have finished recording your movie and the first frame of your movie appears in the Movie Player window. You can record a movie for approximately 30 seconds. The Movie Player feature automatically stops recording when this time limit is reached.

Movie Player window



- 3 You can review your movie from the Movie Player window by using the play, pause, and stop buttons. Click the arrows or drag the scroll bar to view your movie. Each frame is displayed with an identifying number in the queue.

 If you have set the Capture button to use the Anti-Ground setting, you must click and hold the Capture button to record your movie.

To manage your movie in Net Movie mode

From the Movie Player window, you can perform various functions using the task buttons:

- ❑ **Delete** — Discard any frame or the entire movie by clicking the Delete button. The frame or movie is removed from the Movie Player window.
- ❑ **Upload** — Send your movies online to the ImageStation Web site to share with your family and friends. The ImageStation service stores your movies online when you become a registered user. See “Using ImageStation with Smart Capture software.”
- ❑ **Mail** — E-mail your movies to family and friends. Click the Mail button and your e-mail application launches with a new message window containing the movie as an attachment.
- ❑ **Save** — Click the Save button to compress and save your movie in a variety of formats, to a location of your choice.

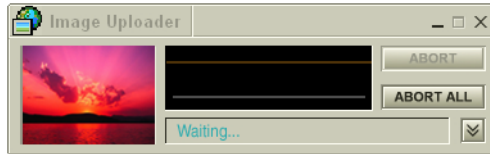
Using ImageStation with Smart Capture software


ImageStationSM is an online service that allows you to store your pictures and movies on the Internet to share with family and friends. The ImageStation service requires an Internet connection and registration for the Web-based service. You must be connected to the Internet before uploading your pictures or movies with Smart Capture and ImageStation applications.

To upload with Movie Player

- 1 Click the Upload Button in Movie Player to begin transfer of your movie to the ImageStation Web site. The Image Uploader window appears and displays the Internet connection and upload status.

Image Uploader window

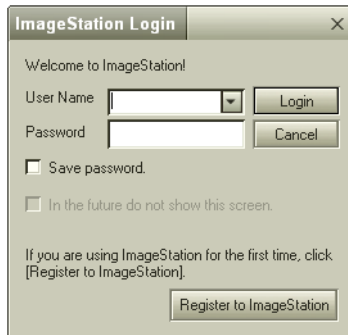


- 2 Click  to see thumbnail previews of your pictures or movies.


To upload with Still Viewer


- 1 Click the Upload button in Still Viewer. The ImageStation Login window appears.

ImageStation Login window




- 2 For first-time users, the ImageStation registration wizard guides you through the initial registration process. Follow the on-screen instructions. If you are already a registered member, provide your login name and password. The Image Uploader window appears.

- 3 From the Still Viewer window, click the Upload button to transfer your pictures or movies to the ImageStation Web site. The Image Uploader window displays your Internet connection and upload status. Click  to see thumbnail previews of your pictures or movies.

 The ImageStation preview feature is available when you upload two or more pictures or a movie. No preview is shown if a single picture is being uploaded.

- 4 Go to <http://www.imagestation.com> to view your uploaded pictures or movies. Follow the on-screen instructions to access your ImageStation account. The ImageStation Web site may ask you to complete a full login again, if your current online session is not active.

 Sony recommends that your movie file size not exceed 254 MB if compressed, or 2 GB if not compressed. Large movie files take longer to upload to the ImageStation Web site.

VisualFlow Software

VisualFlow™ software is a Sony state-of-the-art multimedia browser designed specifically for Memory Stick® media. It displays any still picture, movie or sound files stored in a Memory Stick media in a visually pleasing, artistic manner. VisualFlow software plays a selected movie or sound file and enables playback of files by other applications like PictureGear™, PictureToy™, and Memory Stick Slideshow.


Using VisualFlow software

You can navigate in the VisualFlow application by using your mouse, the directional arrows on your keyboard, or the Sony Jog Dial™ control, depending on your computer's configuration.


- 1 Click Start in the Windows taskbar, then select All Programs.
- 2 Select VisualFlow, then click VisualFlow.

VisualFlow main window



 If your system is equipped to use a Memory Stick, the VAIO Action Setup utility may be configured to launch the VisualFlow browser upon insertion of a Memory Stick media. In this case, VisualFlow starts automatically when a Memory Stick media is inserted.

- 3 Click an icon in the View section on the main toolbar to select a display layout.
- 4 Click an icon in the Sort section on the main toolbar to select a sorting method.
- 5 Placing your cursor on the left end of the main toolbar activates the current Memory Stick properties.
- 6 Placing your cursor on the right end of the main toolbar activates a secondary toolbar with more functions.
- 7 Click an image to show a normal view centered on the screen.
Double-clicking an image shows an enlarged view.
- 8 The movie file starts playback when the view is enlarged. Click on the movie files again to restore the view to normal.

 While an image is enlarged, the Launch toolbar appears at the bottom of the window. Any associated application can be activated from this point.

Configuring Your VAIO Computer

Hard Disk Drive Partition

To maintain optimum system performance, you should defragment your computer's D partition regularly.

To improve the performance of Sony audio and video software applications, the hard disk drive on your computer has been formatted with two partitions, C and D. Some Sony software applications save files to the D partition. This prevents large video captures from consuming the available space on your C partition.


Defragmenting your hard disk drive

If you encounter frame dropping while recording digital video onto your hard disk drive, defragmentation may be necessary.

- 1 Deactivate your screen saver and close other open applications, if applicable.
- 2 Click Start in the Windows Taskbar and select All Programs.
- 3 Point to Accessories, point to System Tools, and then select Disk Defragmenter.


The Disk Defragment dialog box appears.

- 4 Select Action from the menu bar and click Analyze.

 It may take more than a couple of hours to complete defragmentation, depending on the data capacity and current utilization of your computer's hard disk drive(s).

i.LINK (IEEE1394) Compatibility

Your VAIO computer may include either 4-pin or 6-pin, or both types, of i.LINK ports.

 i.LINK is a trademark of Sony used only to designate that a product contains an IEEE1394 connection. The i.LINK connection may vary, depending on the software applications, operating system and compatible i.LINK devices. All products with an i.LINK connection may not communicate with each other.

Please refer to the documentation that came with your compatible i.LINK device for information on operating conditions and proper connection. Before connecting compatible i.LINK PC peripherals to your system, such as an optical or hard disk drive, confirm their operating system compatibility and required operating conditions.

A 6-pin i.LINK port can:

- supply power from the computer to the connected device if the device is equipped with a 6-pin connector.
- supply 10V to 12V.

A 4-pin i.LINK port cannot supply power to a connected device.





The total power supplied by the 6-pin i.LINK port cannot exceed 6 watts.

The following Sony i.LINK 400 Mbps cables are available and recommended for use with your computer: VMC-IL4415, VMC-IL4435, VMC-IL4615, VMC-IL4635, VMC-IL6615, and VMC-IL6635.

Sony computer supplies, accessories, and peripherals can be purchased from your local retailer or by accessing the Sony VAIO Direct Web site (<http://vaio.sonymstyle.com>), or by calling 1-888-315-7669 (toll free).

Connecting an i.LINK (IEEE1394) device

- 1 Use the  symbol to locate the i.LINK port on your compatible i.LINK device and on your computer. Plug the i.LINK cable connector into this port.
- 2 Plug the other end of the cable into the corresponding 4- or 6-pin i.LINK port on your computer.

 See the instructions that came with your i.LINK device for more information on installation and use.

System, Application and Driver Recovery CD(s)

System Recovery CD(s)

Sony Electronics Inc.

The System Recovery CD utility enables you to restore the operating system and software that shipped with your computer if they become corrupted or are erased. It can be used only to restore the hard disk of the Sony computer you purchased.

Application Recovery CD(s)

Sony Electronics Inc.

The Application Recovery CD program enables you to reinstall individual applications. Use it to restore corrupted or erased files.

Driver Recovery CD

Sony Electronics Inc.

The Driver Recovery CD program enables you to reinstall individual device drivers. Use it to restore corrupted or erased files.

To Use the System Recovery CD(s)

You can reinstall the operating system and software applications that shipped with your computer if they become corrupted or are erased. If you experience a problem with your computer, reinstalling an individual application or device driver may correct the problem. You may not need to recover the entire contents of your hard drive.

 Use the Application Recovery CD(s) to reinstall individual applications.

When you use the System Recovery CD(s), you are prompted to complete the Windows registration process.

Full restore with format

The System Recovery utility formats your hard disk drive and then restores all the original software applications.



You will lose any software you have installed and any other files you have created since you started to use your computer. You must reinstall any applications that were not included with the computer when you purchased it.

Using the System Recovery CD(s)

- 1 Insert the System Recovery CD in your computer's optical drive.
The System Recovery utility starts from the optical drive. The first CD must be in the drive when you turn on your computer.
- 2 Turn off your computer.
- 3 Wait 30 seconds and turn on your computer.
- 4 Type the letter "O" to signify you have read and accepted the Microsoft End-User License Agreement.
- 5 When the System Recovery menu appears, follow the on-screen instructions to complete the recovery process.




Your system may include one or more System Recovery CDs. If you have more than one System Recovery CD, insert the first CD to run the System Recovery program. You are prompted to insert the next CD(s) once the information from the first CD has been installed.

The recovery process takes approximately 30 to 60 minutes to complete.

After recovering your system using the System Recovery CD(s), you may be prompted to insert your Application Recovery CD(s) after restarting Windows. Use the Application Recovery CD(s) to complete full restoration of your system.

To Use the Application Recovery CD(s)


The Application Recovery CD utility enables you to reinstall individual software applications if they become corrupted or are erased. Reinstalling an individual software application may correct a problem that you are experiencing with your computer or specific application. You may not need to reinstall the entire contents of your hard drive.

 If you need to reinstall all of the software that shipped with your computer, use the System Recovery CD(s).

You must be in Windows to run the Application Recovery CD utility. If you have any questions about using the Application Recovery CD(s), visit <http://www.sony.com/pcsupport>, or contact Sony Customer Support at 1-888-4-SONY-PC.


Using the Application Recovery CD(s)

- 1 Turn on your computer. If your computer is already on, save and close all open applications.
- 2 When the Windows desktop appears, insert the Application Recovery CD into your computer's optical drive. The Application Recovery utility loads automatically.
- 3 When the Application Recovery menu appears, follow the on-screen instructions to complete the recovery process.

 Your system may include one or more Application Recovery CDs. If you have more than one Application Recovery CD, insert the first CD to run the Application Recovery utility. You may be prompted to insert the next CD(s), depending on the software application you wish to restore.

To Use the Driver Recovery CD

The Driver Recovery CD utility enables you to reinstall individual drivers and repair software applications if they become corrupted or are erased. You can reinstall an individual driver to correct a problem that you are experiencing with your computer, peripheral hardware, or software application.

 If you need to reinstall all of the software applications that shipped with your computer, use the System Recovery CD(s).

You must be in Windows to run the Driver Recovery CD utility.

Reinstalling device drivers with the Driver Recovery CD

- 1 Turn on your computer. If your computer is already on, close all applications.
- 2 When the Windows desktop appears, insert the Driver Recovery CD into the optical disc drive.
- 3 Click Start in the Windows taskbar and click Control Panel.
The Control Panel window appears.
- 4 Click Performance and Maintenance and click System.
The System Properties dialog box appears.
- 5 From the Hardware tab, click Device Manager.
- 6 Click to select the unknown device or the device that requires the driver installation. The unknown device(s) is identified by a yellow question mark.
- 7 From the Action menu, click Uninstall. This removes the device driver from your system. Click OK. Repeat for each device driver as necessary.
- 8 Restart your computer. Click Start in the Windows taskbar, select Turn Off Computer, and then click Restart.
- 9 When the desktop appears, Windows automatically reinstalls the device driver(s) from the Driver Recovery CD.

Troubleshooting

This section describes how to solve common problems you may encounter when using your computer. Many problems have simple solutions, so try these suggestions before you call Sony Customer Support.

Topics

Topic: My computer does not start.

- ❑ Check that the computer is plugged into a power source and that it is turned on. Check that the power light is lit on the front panel of the computer.
- ❑ Confirm that a disk is not in the floppy disk drive (unless you are using a bootable floppy disk).
- ❑ Confirm that the power cord and all cables are connected firmly.
- ❑ If you plugged the computer into a power strip or Uninterruptible Power Supply (UPS), make sure the power strip or UPS is turned on and working.
- ❑ Check that the monitor is plugged into a power source and turned on. Check that the brightness and contrast controls are adjusted correctly. See the manual that came with your display for details.
- ❑ Check that the computer is not in standby mode.

Topic: My files are corrupted or deleted. I want to recover applications that came with my computer.

See “To Use the Application Recovery CD(s),” for more information.

Topic: My drivers are corrupted or deleted. I want to recover drivers that came with my computer.

See “To Use the Driver Recovery CD,” for more information.

Topic: My computer or software application stopped responding.

You can try to locate and close the software application that has stopped responding.

- 1 Press the Ctrl+Alt+Delete keys. The Windows Task Manager window appears.
- 2 From the Applications tab, locate the application that has the status message, “Not responding.”
- 3 Click to select the application and then click End Task. Windows attempts to close the application.

If your computer does not respond or the application does not close, try the following steps:

- 1 Save any open files, if possible.
- 2 Press the Alt+F4 keys. The Turn Off Computer window appears.
- 3 Click the Restart button.

If your computer still does not respond and you cannot restart, shut down your computer by pressing and holding the power button for more than six seconds.

If the software application continues to stop responding or causes your computer to stop responding, contact the software publisher or designated technical support provider.



Pressing and holding the power button for more than six seconds, may result in the loss of data from files that are currently open.

Topic: Why does my computer take longer to start up after installing America Online® (AOL) software?

Installing AOL on some computers may increase the time required to start up by as much as 60 seconds. You can decrease your computer’s start up time by disabling the AOL wide area network (WAN) driver. Follow these steps:

- 1 Click Start in the Windows taskbar, and select Control Panel.
- 2 Click Network and Internet Connections, and select Network Connections.

- 3 Right-click on the Local Area Connection with the device name, “WAN Network Driver,” select Disable.

Open your AOL connection and verify that the application functions properly with the WAN Network Driver disabled. If you need to restore this Network setting, repeat these steps (1 - 3) and select Enable.

Topic: Why does the Windows® operating system stop responding during shutdown?


The Windows operating system may not shut down properly for many reasons, including incompatible or conflicting drivers, damaged files, or non-responsive hardware. For troubleshooting information, you can search Windows Help.

- 1 Click Start in the Windows taskbar and select VAIO Help and Support. The VAIO Help and Support dialog box appears.
- 2 Select Fixing a Problem and then select Startup and Shut Down problems. A list of specific problem topics appears on the right side of the dialog box.
- 3 Select Startup and Shutdown Troubleshooter. Follow the onscreen instructions according to your specific situation.

Topic: How do I change the parallel port type to ECP, EPP, or bi-directional?

You can change the parallel port type using the System Setup utility (CMOS Setup Utility). To access System Setup:

- 1 Click Start in the Windows taskbar, and select Turn Off Computer. Select Restart.
- 2 When the Sony screen displays, press the F2 key on your keyboard.
- 3 Select the Advanced tab from the Setup Utility screen.
- 4 Select “I/O Device Configuration” and press Enter.
- 5 Use the arrow keys to highlight Parallel Port Mode and press Enter.

 You can toggle between the Normal (bi-directional), EPP, ECP, and ECP+EPP options using the directional arrow keys.

- 6 Select the desired setting displays, and press Enter.
- 7 Press the F10 key to Save and Exit.


Topic: My optical drive tray does not open.

Use the Eject button

- 1 Make sure the computer is turned on.
- 2 Press the Eject button on the right of the drive.

Use the My Computer icon

- 1 Click Start in the Windows taskbar, then select My Computer.
- 2 Right-click the appropriate optical drive icon.
- 3 Select Eject from the shortcut menu.

 Avoid using adhesive labels to identify your CD media. Adhesive labels may come off while the CD media is in use in your optical drive(s) and may cause damage to the unit.

Topic: I cannot play a DVD or CD.

- After inserting your optical disc, wait a few seconds for it to be detected before trying to access it.
- Verify that the disc is in the tray with the label side facing up.
- Install your optical drive software according to the manufacturer's instructions.
- If your drive reads some DVD or CDs, but not others, check the shiny side of the disc for dirt or scratches. You may also need to clean the disc drive lens with an appropriate cleaner.

 To recover the optical drive software applications that are preinstalled on your computer, see "To Use the Application Recovery CD(s)," for more information.

Topic: I cannot play a MiniDisc.

- After inserting your MiniDisc, wait a few seconds for it to be detected before trying to access it.
- If your drive reads some MiniDiscs, but not others, check the shutter or case for possible damage.

Topic: I cannot play a DVD.


If a region code warning appears when you are using the DVD player application, it may be that the region code of the DVD you are trying to play is incompatible with the region code setting of your optical drive. A region code is listed on the disc packaging. Region code indicators such as “1” or “ALL” are labeled on some DVDs to indicate the type of player that can play the disc. Unless a “1” or “ALL” appears on the DVD or on its packaging, you cannot play the disc on this system.

If you hear audio but cannot see video, your computer’s video resolution may be set too high. To improve video resolution, verify that your screen area is set to 1024 x 768, using 32-bit color (preset factory default). To check your video resolution, see the Troubleshooting topic, “How do I change the video resolution of my display?,”

If you see video but cannot hear audio, check all of the following:

- Verify that your DVD player’s mute feature is turned off.
- Check the master volume setting in the Audio Mixer.
- Check the volume settings on your computer speakers.
- Check the connections between your speakers and the computer.
- Verify that drivers are installed properly, by following these steps:
 - 1 Click Start in the Windows taskbar, then select Control Panel.
 - 2 Click Performance and Maintenance and then click Systems. The System Properties dialog box appears.
 - 3 Select the Hardware tab and then select the Device Manager button to view installed drivers.

A dirty or damaged disc may also cause the computer to stop responding while it tries to read the disc. If necessary, remove the disc and check that it is not dirty or damaged.

 To recover the optical drive software applications that are preinstalled on your computer, see “To Use the Application Recovery CD(s),” for more information.

Topic: When I click an application icon, a message such as “You must insert the application CD into your drive” appears and the software does not start.

- Some software applications require specific files that are located on the application’s CD-ROM. Insert the disc and try starting the program again.
- Check to make sure you inserted the CD-ROM with the label side facing up.

Topic: Why doesn't my optical drive (DVD-RW or CD-RW) record at the highest speed?

If you are having difficulty formatting DVD-RW or CD-RW media for recording purposes, try changing the write speed to a lower setting.

See the online Help or documentation that came with your DVD or CD recording software for details on adjusting write speed settings.

Topic: Why is my computer operating improperly after downloading the CD-burning component of RealJukebox® software?

If you choose to download and use the optional RealJukebox software’s CD-burning component to create CDs, the software feature may interfere with your computer’s normal system operations.

For VAIO® computers that are equipped with all of the necessary components for creating a CD-R or CD-RW, Sony recommends using the SonicStage software application to create CDs. SonicStage software is preinstalled on your computer.


Topic: How do I change the video resolution of my display?

- 1 Click Start in the Windows taskbar, and then select Control Panel.
- 2 Select Appearances and Themes, then select “Change the screen resolution.”
- 3 Click the Settings tab.
- 4 Change the Screen resolution and Color quality to the desired levels.
- 5 Click Apply and then click OK.

Topic: Why is there no sound in any application?

- Check that the speakers are connected to the proper terminals.
- If your speakers have a mute button, verify that it is turned off.
- If your speakers are powered by batteries, verify that the batteries are inserted properly and fully charged.

- ❑ If your speakers use an external power source, verify that the power cord is plugged into a grounded wall outlet or power strip.
- ❑ If your speakers have volume control, check the volume level.
- ❑ You cannot hear sound from your speakers if headphones are connected to your computer.
- ❑ If the software application you are using has its own volume control, check that the volume is turned up.
- ❑ Check the volume controls in the Windows® operating system using these steps:
 - 1 Click Start in the Windows taskbar, then select Control Panel.
 - 2 Select Sounds, Speech, and Audio Devices, then click “Adjust the system volume.”
 - 3 From the Volume tab, adjust the Device volume by moving the slider bar to the desired sound level. Verify that the Mute option is not selected.
- ❑ Check that the Mute check box is not selected in the Windows volume control.

 You may need to reinstall the sound drivers. See “To Use the Driver Recovery CD,” for more information.

Topic: My modem connection is slow.

Many factors influence modem connection speed:

- ❑ Telephone line noise
- ❑ Incompatibility with other telephone equipment such as fax machines or other modems.
- ❑ Internet Service Providers (ISP) connection capability may vary.

If you think your modem is not connecting properly to other PC-based modems, fax machines, or your ISP, check the following:


- ❑ Contact your phone company and ask them to verify that your phone line is free from line noise.
- ❑ If your problem is fax-related, check that there are no problems with the fax machine you are calling and that it is compatible with fax modems.

- ❑ For optimum performance, verify that your ISP point of presence (POP) phone number is compliant with V.90 standards.
- ❑ If you are having a problem connecting with your ISP, check that they are not experiencing technical problems.
- ❑ Try connecting your modem through another phone line, if available.

Topic: My modem does not work.

Your modem may be experiencing equipment or software conflicts. If your modem is not functioning properly, check the following:

- ❑ Check that the phone line is plugged into the Line jack.
- ❑ Check that the phone line is working. You can check the line by plugging in a standard telephone and listening for a dial tone.
- ❑ Check that the access phone number (POP) is correct.
- ❑ All software applications that are preinstalled by Sony are compatible with your computer modem. If you have installed other software, contact the software publisher for information on how to configure the software to recognize the modem.
- ❑ If it appears that your modem is not functioning properly, check the device status.
 - 1 Click Start in the Windows taskbar, then click Control Panel.
 - 2 Click Printers and Other Hardware and then select Phone and Modem Options.
 - 3 From the Modems tab, click to select your modem.
 - 4 Click Properties. The Modem Properties window appears.
 - 5 Review the information in the Device status section. If your modem is not working properly, click the troubleshoot button. The VAIO Help and Support Center window appears.
 - 6 Follow the onscreen instructions to resolve the problem.

 You may need to reinstall the modem drivers. See "To Use the Driver Recovery CD," for more information.

Topic: Why does my modem disconnect when my computer goes into Stand by mode?

The preinstalled Lucent™ Win Modem does not support the Wake On Ring (WOR) feature of the Microsoft® Windows® XP operating system. For optimal use, Sony recommends that you do not change the preset modem settings in the Power Management Properties window.

Topic: How do I change my modem to rotary or Touch-Tone dialing?

- 1 Click Start in the Windows taskbar, then click Control Panel.
- 2 Click Printers and Other Hardware, then click Phone and Modem options.
- 3 From the Dialing Rules tab, click Edit.
The Edit Location dialog box appears.
- 4 Select the Tone or Pulse option. Click OK.

Topic: My microphone is too sensitive to background noise.

If you find there is too much background noise when you record sound, you should adjust the microphone gain by following these steps:


- 1 Click Start in the Windows taskbar, then click Control Panel.
- 2 Click Sounds, Speech, and Audio Devices, then click Sounds and Audio Devices.
- 3 From the Audio tab, locate the Sound recording section and click the Volume button.
The Recording Control dialog box appears.
- 4 Select the Options menu and click Properties.
The Properties dialog box appears.
- 5 In the section, “Adjust volume for,” select the Recording option. Click OK.
- 6 From the Recording Control dialog box, decrease the microphone volume level by moving the slider bar down.
- 7 Close the Recording Control dialog box and then close the Sounds and Audio Devices Properties window.

Topic: My microphone does not work.

Check that the microphone is plugged into the Microphone jack.

Topic: My mouse does not work.

- ❑ Check that the mouse is plugged securely into the mouse port.
- ❑ Save and close all open applications. Turn off your computer, wait approximately 10 seconds, and then restart your computer.
- ❑ There may be dust or dirt inside the mouse mechanism. To clean the mouse, follow these steps:
 - 1 Save and close all applications, and turn off your computer.
 - 2 Turn the mouse upside down.
 - 3 Remove the mouse ball cover on the back of the mouse by turning clockwise the ring that covers the mouse ball.
 - 4 Turn the mouse upright, and drop the mouse ball into your hand.
 - 5 Using a piece of tape, remove any dust or dirt on the mouse ball and inside the mouse ball socket.
 - 6 Return the mouse ball to the socket, and replace the mouse ball cover. Secure the cover by turning the ring counter-clockwise.

 You may need to reinstall the mouse drivers. See “To Use the Driver Recovery CD,” for more information.

Topic: My mouse needs to be set up for left-hand use.

- 1 Click Start in the Windows taskbar, then click Control Panel.
- 2 Click Printers and Other Hardware, then click Mouse.
The Mouse Properties dialog box appears.
- 3 From the Buttons tab, select “Switch primary and secondary buttons” under the Button Configuration options.
- 4 Click Apply, then click OK.

Topic: My keyboard does not work.

- ❑ Check that the keyboard is securely plugged into the Keyboard port.
- ❑ Save and close all open applications. Turn off your computer, wait approximately 10 seconds, and then restart your computer.

Topic: I cannot find the Windows® taskbar.

The Windows taskbar may be hidden or minimized.

- ❑ Use the mouse to locate a hidden taskbar by pointing to the left, right, top, and bottom edges of the screen. The taskbar appears when the cursor is placed over its location.
 - 1 Right-click on the taskbar and select Properties from the shortcut menu.
 - 2 Clear the check box for Autohide the taskbar, then click OK.
- ❑ Use the mouse to locate a minimized taskbar by pointing to the left, right, top and bottom edges of the display screen. The taskbar has been located when the cursor changes to a double arrow cursor. Left-click and drag away from the edge of the display screen. The minimized taskbar resizes and becomes visible.

Topic: Why is my system running slowly?


- ❑ The system responsiveness varies depending with the number of applications that are open and running. Close any applications that you are not currently using.
- ❑ Increasing the system memory may also help. For information on installing memory, please see the online VAIO User Guide.

Topic: How do I install a printer?


- ❑ If your printer has a USB, IEEE1394, or infrared connection, contact the printer manufacturer for information or updates that may be required for proper installation.
- ❑ Check the printer manufacturer's Web site for the latest drivers for your operating system before proceeding with installation. Some printers do not function properly without the updated drivers for specific operating systems.

□ To install your printer, follow these steps:

- 1 Click Start in the Windows taskbar, then click Control Panel.
- 2 Click Printers and Other Hardware, then click Add a Printer.
- 3 From the Add Printer Wizard, click Next.
- 4 Select Local Printer, then click Next.

 Place a check mark in the box for “Automatically detect and install my Plug and Play printer”, if you are installing a recently manufactured printer with Plug and Play capability.

- 5 Select the appropriate port, usually LPT1, and then click Next.
- 6 Select the appropriate printer manufacturer and model.
- 7 Follow the onscreen instructions to print a test page and complete printer installation.

 If the printer is not included in the list and the printer manufacturer included a disk with a Windows® XP Printer driver, choose Have Disk, enter the appropriate path for the disk or CD and click OK.

If the printer is not included on the list and no drivers are included with the printer, choose an alternate printer driver that your printer may emulate. Refer to the manual that came with your printer for specific emulation information.

Topic: My connected printer doesn't function after the computer resumes from a power saving mode.

Clear the printer memory by turning the printer off for approximately 10 seconds, and then turning it back on.

To contact Sony for technical support

For further technical assistance, call 1-888-4-SONY-PC (1-888-476-6972) or access the Web site at: <http://www.sony.com/pcsupport>.

Notes on Use

The power source

- ❑ Your computer operates on 100–120 V AC 50/60 Hz only.
- ❑ Plug all the power cords for your computer and its peripheral equipment into the same AC supply line. AC derived from different supply lines may result in voltage differences that can cause unstable operation or unwanted weak currents at the time of connection.
- ❑ Do not share the AC outlet with any other power-consuming equipment, such as copying machines or shredders.
- ❑ You can purchase a power strip with a surge protector. This device prevents damage to your computer caused by sudden power surges such as those that may occur during an electrical storm.
- ❑ If you live in an area that experiences frequent power fluctuations, you may want to purchase an Uninterruptible Power Supply (UPS). This device contains both a surge protector and a battery backup. The surge protector prevents damage to your computer caused by power surges. The battery backup safeguards your data during a brief period of power loss.
- ❑ The power control button on the front panel does not turn off the system AC power. To remove power from the system, you must turn off the computer and then unplug the AC power cord from the wall outlet or power strip.
- ❑ Do not place heavy objects on the power cord.
- ❑ Do not operate the system with the cover removed. Always reinstall the cover before turning on the system.
- ❑ To disconnect the cord, pull it out by the plug. Never pull the cord itself.
- ❑ Unplug your computer from the wall outlet if you will not be using the computer for a long time.
- ❑ Before touching anything inside the computer, turn the system off and let it cool for ten minutes. This will ensure that the processor heat sink will not be hot.
- ❑ Do not attempt to open the power supply. There are no user-serviceable parts in the power supply. To avoid personal injury or damage to your equipment, refer the repair or replacement of the power supply to qualified personnel only.

Disposal of the lithium battery

Dispose of the lithium battery properly. In some areas, the disposal of lithium batteries in household or business trash may be prohibited. You can return your unwanted lithium batteries to your nearest Sony Service Center or Factory Service Center. For the Sony Service Center nearest you, call 1-888-4-SONY-PC (1-888-476-6972).



Do not handle damaged or leaking lithium batteries. The lithium battery may explode if mistreated. Do not disassemble it or dispose of it in fire.

Replace the battery with a Sony CR2032 lithium battery. Using a type of battery other than a CR2032 may present a risk of fire or explosion.

Handling the computer system

- ❑ Do not place your Sony computer in a location subject to:
 - ❑ Heat sources, such as radiators or air ducts
 - ❑ Direct sunlight
 - ❑ Excessive dust
 - ❑ Mechanical vibration or shock
 - ❑ Strong magnets or speakers that are not magnetically shielded
 - ❑ Ambient temperature of more than 95°F (35°C) or less than 50°F (10°C)
 - ❑ High humidity, moisture, or rain
- ❑ Do not place electronic equipment near your computer. The computer's electromagnetic field may cause a malfunction.
- ❑ Provide adequate air circulation to prevent internal heat build-up. Do not place your computer on loose surfaces (such as rugs or blankets) or near materials (such as curtains or draperies) that may block its ventilation slots. Leave a space of at least 8 inches from the back panel of your computer.
- ❑ Clean the cabinet with a soft, dry cloth or a soft cloth lightly moistened with a mild detergent solution. Do not use any type of abrasive pad, scouring powder, or solvent such as alcohol or benzene, as it may damage the finish of your Sony computer.
- ❑ Should any solid object or liquid fall into the cabinet, keyboard, or mouse, shut down your computer and then unplug it. You may want to have the computer checked by qualified personnel before operating it any further.

- ❑ The computer uses high-frequency radio signals and may cause interference to radio or TV reception. Should this occur, relocate the computer a suitable distance away from the set.
- ❑ Use only specified peripheral equipment and interface cables; otherwise, problems may result.
- ❑ Do not use cut or damaged connection cables.
- ❑ Always switch the power off before connecting your computer to peripheral equipment; otherwise, damage may occur to the integrated circuits in your computer.
- ❑ Your computer, keyboard, and mouse consist of high-precision electronic parts. Do not drop them or bump them against other objects.
- ❑ Your Sony computer will not work with party lines, cannot be connected to a coin-operated telephone, and may not work with multiple phone lines or a private branch exchange (PBX).
- ❑ If the telephone company makes a service call to your home or office and determines that your computer is responsible for the problem, the telephone company may bill you for the service call. If you do not disconnect your computer when it is adversely affecting the telephone line, the telephone company has the right to disconnect your service until you correct the problem.

Moisture condensation

If your computer is brought directly from a cold location to a warm one, moisture may condense inside your computer. In this case, allow at least an hour before turning on your computer. If any problem occurs, unplug your computer, and contact your Sony Service Center.

Upgrading the computer system

The procedures described in the online manual, “Upgrading and Maintaining Your VAIO® MX Computer,” assumes you are familiar with the general terminology associated with personal computers and with the safety practices and regulatory compliance required for using and modifying electronic equipment.

- ❑ Disconnect the system from its power source and from any telecommunications links, networks, or modems before you open the system or follow any of the procedures described in the online manual, “Upgrading

and Maintaining Your VAIO® MX Computer,” Failure to do so may result in personal injury or equipment damage.

- ❑ Electrostatic discharge (ESD) can damage disk drives, add-on cards, and other components. Follow the procedures described in the online manual, “Upgrading and Maintaining Your VAIO® MX Computer,” only at an ESD workstation. If such a station is not available, do not work in a carpeted area, and do not handle materials that produce or hold static electricity (for example, cellophane wrappers). Ground yourself by maintaining continuous contact with an unpainted metal portion of the chassis while performing the procedure.
- ❑ When removing a slot cover, be careful not to damage components on the system board or add-on cards. You may need to temporarily remove add-on cards that are next to the slot cover you want to remove.

Handling a CRT display

- ❑ Do not change the CRT display refresh rate to 85 Hz, as DVD playback and the DVgate software may not function correctly. Sony recommends that you keep your CRT display at the preset, optimal refresh rate (75 Hz).
- ❑ Do not place the display near a strong magnetic force.
- ❑ Do not block the ventilation slots on the display.
- ❑ Using the computer in low temperature conditions may produce a residual image on the screen. This is not a malfunction. When the computer returns to normal temperature, the screen returns to normal.
- ❑ A residual image may appear on the screen if the same image is displayed for a lengthy period of time. The image disappears after a period of time. You can use a screen saver to prevent residual images.
- ❑ The screen becomes warm during operation. This is normal and does not indicate a malfunction.

Handling an LCD display

- ❑ Do not leave the display directly facing the sun for a long period of time as it can damage the LCD screen.
- ❑ Do not scratch the LCD screen or exert pressure on it. This may cause damage to the screen or cause a malfunction.

- ❑ Using the computer in low temperature conditions may produce a residual image on the screen. This is not a malfunction. When the computer returns to normal temperature, the screen returns to normal.
- ❑ A residual image may appear on the screen if the same image is displayed for a lengthy period of time. The image disappears after a period of time.
- ❑ You can use a screen saver to prevent residual images.
- ❑ The screen becomes warm during operation. This is normal and does not indicate a malfunction.

Using the hard disk drive

- ❑ Do not place the computer in a location that is subject to vibration or shock.
- ❑ Do not move the computer during operation.
- ❑ Do not subject the computer to sudden changes in temperature.
- ❑ Do not turn off the power while the computer is accessing the hard disk drive.

Handling floppy disks

- ❑ Do not open the shutter manually and touch the surface of the floppy disk.
- ❑ Keep floppy disks away from magnets.
- ❑ Keep floppy disks away from direct sunlight and other heat sources.

Handling CD or DVD media

- ❑ Do not touch the surface of the CD or DVD media.
- ❑ Do not drop or bend the CD or DVD media.
- ❑ Do not use adhesive labels to identify the CD or DVD media. The label may come off while the disc is in use in the optical drive and damage the drive.
- ❑ Always keep media in a safe storage or carrying case.
- ❑ Do not place the media where it will be subject to extreme temperatures, moistures, and dust.

Handling MiniDisc media

- ❑ Attach the labels supplied with MiniDisc media, in the designated location.
- ❑ Do not break open the shutter on the case.
- ❑ Do not place the media where it will be subject to extreme temperatures, moistures, and dust.
- ❑ Always keep media in a safe storage or carrying case.

Cleaning CD or DVD media

- ❑ Fingerprints and dust on the surface of a CD or DVD media may cause read errors. Proper care of the disc is essential to maintain its reliability. Do not use solvents such as benzine, as they may cause damage to the disc. Use commercially available cleaners or anti-static spray.
- ❑ For normal cleaning of a CD or DVD media, hold the disc by its edge and use a soft cloth to wipe the surface from the center out.
- ❑ If the CD or DVD media is badly soiled, slightly moisten a soft cloth with water, and wipe the surface of the disc from the center out. Wipe off any remaining moisture with a dry soft cloth.


Cleaning MiniDisc media

Clean the MiniDisc case, using a soft, dry cloth. Do not use solvents such as benzine, as they may cause damage to the disc.

Protecting MiniDisc media contents

Slide open the tab located on the side of the MiniDisc. This protects the media contents from being over-written. Slide the tab closed to resume recording.

For Answers to Your Software Questions

 Your computer may not be supplied with all of the software applications listed, depending on the system configuration you purchased.

Adobe® Acrobat Reader™, Adobe® Photoshop® Elements, Adobe® Premiere® LE (Adobe Systems Inc.)

Web site	http://www.adobe.com
phone	206-675-6126 (fee-based support)
fax	206-628-5737
e-mail	techdocs@adobe.com
hours	M - F, 6 AM - 5 PM PST

America Online® (America Online, Inc.)

Web site	http://www.aol.com
phone	800-827-6364
hours	7 days a week, 24 hours a day

ArcSoft® PhotoPrinter™ 2000 Pro (ArcSoft, Inc.)

Web site(s)	http://www.arcsoft.com http://www.photoisland.com
phone	510-440-9901
e-mail	techsupport@arcsoft.com
hours	M - F, 8:30 AM - 5:30 PM PST

DVDit!™ for VAIO® (Sonic Solutions)

Web site	http://www.dvdit.com
Online Support	http://support.dvdit.com
phone	877-DVD-1124*
e-mail	support@dvdit.com
hours	M - F, 9 AM - 6 PM PST

* Telephone support is fee-based per incident. Online support is free of charge.

Earthlink™ Network Total Access (Earthlink Network Inc.)

Web site	http://help.earthlink.net/techsupport
phone	800-395-8410
email	support@earthlink.net
hours	7 days a week, 24 hours a day

PC-Cillin® 2000 (Trend Micro, Inc.)

Web site	http://www.antivirus.com/pc-cillin
phone	949-387-7800
hours	M-F, 8AM - 5PM (PST)

Quicken® 2002 Basic (Intuit, Inc.)

Web site (Online support)	http://www.intuit.com/support
phone	900-555-4688
hours	7 days a week, 24 hours a day

RecordNow™ DX (VERITAS Software Corp.)

Web site	http://www.easy.co.jp/jrndx/Sony
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RealPlayer®, RealJukebox® (RealNetworks, Inc.)

Web site	http://service.real.com/rjoptions.html
e-mail	http://service.real.com/help/call.html

Sony Applications (Sony Electronics Inc.)

Web site (Online Support)	http://www.sony.com/pcsupport
phone	888-4-SONY-PC (888-476-6972) *
hours	7 days a week, 24 hours a day

* Support from 888-4-SONY-PC is free of charge for 90 days after the original date of purchase.

Microsoft® Windows® XP operating system, Internet Explorer, Office XP Professional, Office XP Small Business Edition, Outlook® Express, Word (Microsoft Corporation)

Web site	http://www.sony.com/pcsupport
phone	888-4-SONY-PC (888-476-6972)*
hours	7 days a week, 24 hours a day

* Support from 888-4-SONY-PC is free of charge for 90 days after the original date of purchase.

**WordPerfect®
(Corel Corporation)**

Web site	http://www.corel.com/support/product_specific/wp9.htm
phone	716-871-2325*
hours	M - F, 8:30 AM - 7:30 PM CT

* Support from 1-716-871-2325 is fee-based. The on-line support is free of charge.

Sony Service Center

For the Sony Service Center nearest you, call 1-888-4-SONY-PC (1-888-476-6972). This service is free of charge for 90 days after the original date of purchase.

Resources

Check these sources for answers to your questions about your computer or the preinstalled software:

VAIO® QuickStart	The QuickStart contains information on how to set up your computer quickly and easily.
VAIO® Computer User Guide	The <i>User Guide</i> contains information on how to get the most from your computer, find help, and solve common problems. (Note: The User Guide is not available in hard copy for all models.)
VAIO® MX Getting Started Guide	The VAIO MX Getting Started Guide contains information on setting up and using the special audio, video, and software features and functions of your computer.
Online (Electronic) Documentation	<p>The <i>User Guide</i> is available electronically on your hard drive. Two additional guides, <i>Upgrading and Maintaining your VAIO Computer</i> and the <i>Troubleshooting Help</i> are also available online.</p> <p>To access online documentation:</p> <ol style="list-style-type: none">1. Click Start and point to VAIO Help and Support Center.2. Click on the VAIO User Guide.
Software application manuals and online help files	Most manuals for preinstalled software are located on your hard disk drive as online help files. You can access online help files from the Help menu within the specific application. A printed manual may be available for some applications.
Knowledge Database	This database provides instant access to information on commonly encountered problems. Enter a description of your problem and the Knowledge Database searches for the corresponding solutions online. Access the Sony Knowledge Database on the Sony Computing Support Web site at http://www.sony.com/pcsupport .
Sony Fax-on-Demand	This service provides you with answers to commonly asked questions. You can use this automated service to request a list of available topics. Select the topics that you want to view. To contact the Sony fax-on-demand service, call 1-888-4-SONY-PC (1-888-476-6972). (Requires a fax machine or fax software.)
Software Updates	You can download the latest software updates and patches for your Sony computer by selecting Software Updates on the Sony Computing Support Web site at http://www.sony.com/pcsupport .
VAIO Computer System Reference Manual	This advanced reference manual supplies detailed technical information about your computer's hardware. This document is available on the Sony Computing Support Web site at http://www.sony.com/pcsupport .

Index

A

- AC Input port
 - Back Panel 11
- adding additional hardware
 - precaution 75
- adjusting voltage settings 75
- air circulation 76
- Audio In jack 11
- Audio Out jack 11
- audio problems 68

B

- Back Panel
 - Audio In jack 11
 - Audio Out jack 11
 - DVI (LCD) monitor port 11
 - Ethernet port 10
 - FM antenna port 11
 - i.LINK (6-pin) port 11
 - keyboard port 10
 - Line IN (R/L) jacks 11
 - Line OUT jacks (R/L) 11
 - modem line jack 11
 - monitor port 11
 - mouse port 10
 - Overview 10
 - printer port 11
 - S/P DIF ports 11
 - serial port 11
 - Stereo speaker terminals 11
 - telephone cable jack 11

- USB Port 10
- VHF/UHF port 11
- Video/S-video In port 11
- Video/S-video Out port 11
- battery, disposing 76

C

- cable connection precautions 77
- cables 77
- CD
 - cleaning media 80
 - handling media 79
 - media problems 66
- CD-RW
 - recording problems 68
- Change the parallel port type 65
- cleaning, computer 76
- computer
 - adjusting voltage settings 75
 - cleaning 76
 - condensation 77
 - configuring 57
 - disposing of battery 76
 - hard disk drive partition 57
 - HDD defragmenting 57
 - operating system locks 65
 - optical drive tray eject 66
 - recover applications 63
 - recover drivers 63
 - removing cover 75
 - shutting down 75

- starting problems 63
- support resources 84
- system stopped responding 64
- upgrading 77
- connectors, power cords 75
- CRT display, handling 78
- CRT monitor port 11

D

- DigitalPrint software 25
 - LabelMaker 31
 - PhotoAlbum 30
 - PhotoCapture 25
 - PhotoCollection 28
 - PhotoDecor 29
- disconnecting power cords 75
- Display button 9
- Driver Recovery CD
 - DRC D 62
- DVD
 - cleaning media 80
 - handling media 79
 - media problems 66
 - playback 67
- DVD-RW
 - drive 8
 - eject button 9
 - recording problems 68
- DVgate software 33
 - Adobe Premiere plug-in 34
 - AVI files 34
 - using a digital video device 33
- DVI monitor port 11

E

- electronic equipment 76
- Ethernet port 10

F

- floppy disks 79
- FM antenna port 11
- Front Panel
 - display button 9
 - DVD-RW drive 8
 - DVD-RW eject button 9
 - function button 9
 - headphone jack 9
 - i.LINK (4-pin) port 9
 - Infrared receiver 8
 - LCD display screen 8
 - Memory Stick access light 9
 - memory stick media slot 9
 - microphone jack 9
 - MiniDisc drive 8
 - MiniDisc eject button 9
 - Muting button 9
 - next/fast forward button 9
 - Overview 7
 - PC card slot 9
 - Play button 8
 - Power button 9
 - previous/rewind button 9
 - Stop button 8
 - USB port 9
 - volume control buttons 9
- Function button 9

H

- hard disk drive
 - defragmenting 57
 - handling 79
 - partitioning 57
- hardware
 - adding additional precaution 75
- Headphone jack 9

I

- i.LINK
 - 4-pin port 9
 - 6-pin port 11
 - compatibility 58
 - connect device 58
- ImageStation 41
- indicator light 9
- Infrared Receiver 8
- installing additional hardware
 - precaution 75
- interference 77
- Internal Timer 20
 - setting application launch 20
 - start setting 20

J

- Jog Dial 55

K

- keyboard 73
- Keyboard port 10

L

- LCD display
 - front panel screen 8
 - handling 78
- LCD monitor port 11
- Line IN jacks (R/L) 11
- Line OUT jacks (R/L) 11
- losing power 75

M

- MagicGate Memory Stick media slot 9
- Memory Stick 55
 - protecting data on media 16

- using media 15

- Memory Stick slot 9
 - Microphone
 - background noise 71
 - operation problems 72
 - Microphone jack 9
 - MiniDisc
 - cleaning media 80
 - drive 8
 - eject button 9
 - handling media 80
 - protecting media contents 80
 - Modem
 - operation problems 70
 - modem
 - speed problems 69
 - Modem line jack 11
 - moisture condensation 77
 - Monitor port 11
 - mouse
 - operation problems 72
 - Mouse port 10
 - MovieShaker software 36
 - adding effects 38
 - creating movies 36
 - saving a movie 40
 - uploading to Internet 41
 - using ImageStation 41
 - using the Shaker feature 37
 - Muting button 9
-
- N**
 - Next/ Fast Forward button 9
-
- O**
 - operating system
 - stopped responding 65
 - optical drive tray 66

P

- PC card
 - ejecting 17
 - PCMCIA 17
 - slot 9
 - using 17
- PictureGear software 43
 - creating a photo album 44
 - managing pictures 43
- Play button 8
- Power button 9
- power cords 75
 - disconnecting 75
- power fluctuations or loss 75
- power source, precautions 75
- Previous/Rewind button 9
- printer
 - installation 73
- Printer port 11
- problems with 73

R

- radio interference 77
- RealJukebox
 - CD-burning 68
- recover applications 63
- recover drivers 63
- Remote Control
 - Overview 12
- removing computer cover 75

S

- S keys 19
- S/P DIF (IN/OUT) optical ports 11
- Serial port 11
- Shortcut keys 19
- shutting down your computer 75

- Software 68
 - stopped responding 64
 - Support listing 81
- Sony
 - online service 41
- speaker precaution 76
- Stereo speaker terminals 11
- Stop button 8
- Support resources 84
- surge protectors 75
- S-video In port 11
- S-video Out port 11
- System Recovery CD(s)
 - SRCDs 59
- System response 73
- system stopped responding 64

T

- telephone
 - service precautions 77
- Telephone cable jack 11
- telephone interference 77
- timer 20
- Troubleshoot
 - audio problems 68
 - background noise 71
 - CD/DVD media problems 66
 - change parallel port type 65
 - DVD playback 67
 - microphone 72
 - modem operation 70
 - modem speed 69
 - mouse 72
 - operating system 65
 - optical drive tray eject 66
 - printer 73
 - recover applications 63
 - recover drivers 63

- software 68
- Software compatibility 68
- software stopped responding 64
- starting the computer 63
- system response 73
- system stopped responding 64

Troubleshooting 63

turning off your computer 75

TV interference 77

U

Uninterruptible Power Supply 75

Universal Serial Bus (USB) port 9, 10

upgrading your computer 77

V

VAIO Action Setup 19

ventilation 76

VHF/UHF port 11

Video/S-video In port 11

Video/S-video Out port 11

VisualFlow software 55

- navigating 55

voltage settings 75

Volume control buttons 9

W

window design 21

Windows taskbar

- locating 73

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