

System Recovery

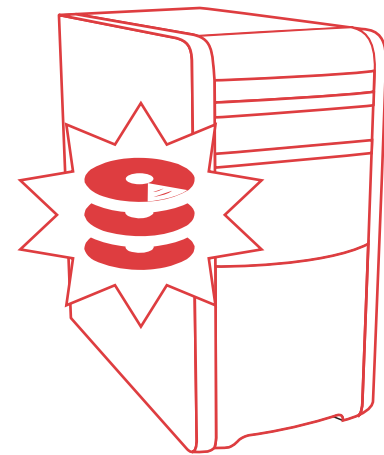
If you need to restore the original software on your PC, Compaq has provided a convenient solution right on your hard drive.

We call this part of your hard drive the "**recovery partition**." The recovery partition takes up some space on your hard drive.

- No more hunting for lost CDs
- Easy to use — simple one-button launch — no need to wait by the PC loading CDs
- Get up and running faster — your PC can recover the information directly from the hard drive more quickly

If you want a set of recovery CDs, you can create them from this recovery partition using the Recovery CD/DVD Creator application (select models only).

See the chapter "Using Application Recovery and System Recovery" for complete instructions.



Compaq Presario
S0000 / 8000 Series Computers

User's Guide

COMPAQ

user's guide

The information in this document is subject to change without notice.

Hewlett-Packard® Company makes no warranty of any kind with regard to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose.

HP shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this material.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO ANY MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT OR SERVICE TO YOU.

HP assumes no responsibility for the use or reliability of its software on equipment that is not furnished by HP.

This document contains proprietary information that is protected by copyright. All rights are reserved. No part of this document may be photocopied, reproduced, or translated to another language without the prior written consent of HP.

Hewlett-Packard Company
P.O. Box 4010
Cupertino, CA 95015-4010
USA

© 2000, 2003 Hewlett-Packard Development Company, L.P. All rights reserved.

Hewlett-Packard is a registered trademark of Hewlett-Packard Company in the United States of America and other countries/regions.

This product incorporates copyright protection technology that is protected by method claims of certain U.S. patents and other intellectual property rights owned by Macrovision Corporation and other rights owners. Use of this copyright protection technology must be authorized by Macrovision Corporation, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision Corporation. Reverse engineering or disassembly is prohibited. Apparatus Claims of U.S. Patent Nos. 4,631,603, 4,577,216, 4,819,098, and 4,907,093 licensed for limited viewing uses only.

Other brand or product names are trademarks of their respective holders.

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

table of contents

finding answers to commonly asked questions	1
safety information	2
setting up your pc	3
putting your pc together	3
safety and comfort	4
pc back	5
pc front.....	7
connecting the modem	7
upgrading your 56k modem	9
setting up the ethernet connection	9
turning on your pc for the first time	10
registering your pc.....	11
turning off the pc	11
standby mode	12
hibernation mode	13
automatic standby or hibernation	13
making recovery cds/dvds	14
installing software and hardware devices	14
transferring your old pc information and files to your new pc.....	14
learning the basics	15
beginning to use your software	15
using the desktop.....	16
using the start menu	16
using compaq organize software.....	17
learning to use your pc.....	17
using the all programs menu	18
organizing your all programs list	18
using pc help & tools.....	19

using the mouse	19
scrolling	20
autoscrolling	20
panning	20
switching mouse button functions	21
changing mouse pointer speed	21
using the keyboard	21
about your keyboard	21
wireless keyboard set	23
standard keyboard features	24
customizing the buttons	30
adjusting the monitor	30
using a printer	31
using the internet	33
about the internet	33
setting up your internet account	35
signing up for a new or an existing isp account using easy internet sign-up	36
using a browser	37
searching the internet	37
restricting internet content	38
sending and receiving e-mail	39
if using outlook express	39
if your isp provides the e-mail program	40
getting help	41
help and support center	41
instant support	41
using compaq connections	42
getting messages	42
turning off messages	42
re-enabling messages	43
resolving problems	43
upgrading and servicing the pc	43
warranty & support guide	43
online guides	44
web sites about your pc	44
microsoft windows xp operating system	44
working with sound, pictures, and video	45
using speakers	45
adjusting speaker volume	46
connecting a multi-channel speaker system to your pc	46

using a microphone	48
adjusting microphone volume.....	49
using the microphone with multi-channel audio.....	49
working with digital images.....	50
about the 7-in-1 memory card reader.....	50
using your cd, dvd, and diskette drives	52
handling cds/dvds.....	52
inserting and removing cds and dvds.....	53
using the combo drive.....	54
using the diskette (floppy) drive	55
playing cds and dvds.....	55
playing music cds with musicmatch jukebox.....	55
playing cds and dvds with windows media player.....	56
playing dvd movies with the intervideo windvd player	57
creating (burning) cds with recordnow!	59
creating (burning) music cds with windows media player	61
creating (burning) data cds using windows xp program	62
creating (burning) dvds using the dvd writer drive	62
using a tv as a monitor.....	63
cables you may need	63
connecting to a tv set	63
viewing the pc image on your tv screen.....	65
disabling the tv option.....	66
disconnecting the tv	66
taking care of your pc.....	67
protecting your pc from power surges	67
using virus protection programs.....	67
increasing available hard disk drive space.....	68
unavailable hard disk drive space	68
emptying the recycle bin.....	69
uninstalling programs.....	69
removing desktop icons.....	70
cleaning up your hard disk drive	70
troubleshooting.....	71
using application recovery and system recovery	81
creating recovery cds/dvds	84
using recovery cd-dvd creator	85
using the recovery tools cd	86
system restore	86
application recovery	87

system recovery.....	87
starting system recovery if the pc is responding.....	88
starting system recovery if the pc is not responding.....	88
system recovery using recovery discs.....	89
starting system recovery using recovery discs.....	89
upgrading and servicing the pc.....	91
preparing the pc.....	91
removing or upgrading a drive.....	94
locating drive positions.....	95
removing a drive.....	95
replacing or adding a drive.....	99
upgrading or replacing memory.....	102
removing a memory module.....	102
replacing or adding a memory module.....	103
removing or installing an expansion card.....	104
reassembling the pc.....	107
index.....	111

finding answers to commonly asked questions

In this *User's Guide*, you can find answers to questions about the following topics:

- Connecting to the Internet, page 35
- Registering your product, page 11
- Creating a CD, page 59
 - Saving documents, photos, and videos on a CD, page 61
 - Recording a music CD, page 60
 - Copying a CD, page 59
 - Backing up your files to a CD, page 61
- Watching movies on your PC, page 57
- Connecting to a TV, page 63
- Getting digital pictures onto your PC, page 50
- Connecting a printer, page 31
- Finding help if something doesn't work, page 41
- Keeping your PC healthy, page 67
- Going back a day (System Restore), page 86
- Recovering your PC, page 81
- Adding memory, page 91

NOTE: This guide contains details on options that may not be included with your PC. Your PC may look different from the illustrations in this guide. The monitor and the speakers are sold separately. Speakers may be included with the monitor (select models only).

safety information

This product has not been evaluated for connection to an "IT" power system (an AC distribution system with no direct connection to earth, according to IEC 60950).

ac power safety warnings



WARNING: Install the PC near an AC outlet. The AC power cord is your PC's main AC disconnecting device and must be easily accessible at all times. For your safety, the power cord provided with your system has a grounded plug. Always use the power cord with a properly grounded wall outlet to avoid the risk of electrical shock.



WARNING: To reduce the possibility of an electric shock from the telephone network, plug your PC into the AC outlet before connecting it to the telephone line. Also, disconnect the telephone line before unplugging your PC from the AC power outlet.



WARNING: Your system is provided with a voltage select switch for use in a 115 or 230 VAC power system. The voltage select switch has been pre-set to the correct voltage setting for use in the particular country/region where it was initially sold. Changing the voltage select switch to the incorrect position can damage your PC and void any implied warranty.



WARNING: Always disconnect the modem cord from the telephone system before installing or removing your PC cover.



WARNING: Do not operate the PC with the cover removed.



WARNING: The power supply is not user-serviceable. To prevent damage to the power supply, have a qualified person repair or replace it. All other components are user-serviceable.



WARNING: Electrostatic discharge (ESD) can damage disk drives, add-in cards, and other components. If an ESD station is not available, wear a wrist strap attached to a metal part of the PC. Place cards on a conductive foam pad or inside the card wrapper, if possible, but never on the card wrapper.

setting up your pc

putting your pc together

Follow the quick setup poster to set up your PC.

Look in the PC box for printed details or updates regarding your model PC.

When placing your PC, consider an ergonomic arrangement of the PC and your work area to maintain your comfort and productivity. Refer to “safety and comfort” on page 4.



WARNING: The power supply is pre-set for the country/region in which you purchased your PC. If you move, please check the voltage requirements before plugging your PC into an AC power outlet.

NOTE: Refer to “protecting your pc from power surges” on page 67 for information on protecting your PC.

Put your PC together in this order:

- 1** Position the PC chassis and connect the power cord to the chassis and to the power outlet, but do not turn on the PC.
- 2** Position the monitor (sold separately) and connect the power cord to the power outlet, but do not turn on the monitor. Connect the monitor cable to the PC.
- 3** Position the keyboard and the mouse and connect each to the PC.

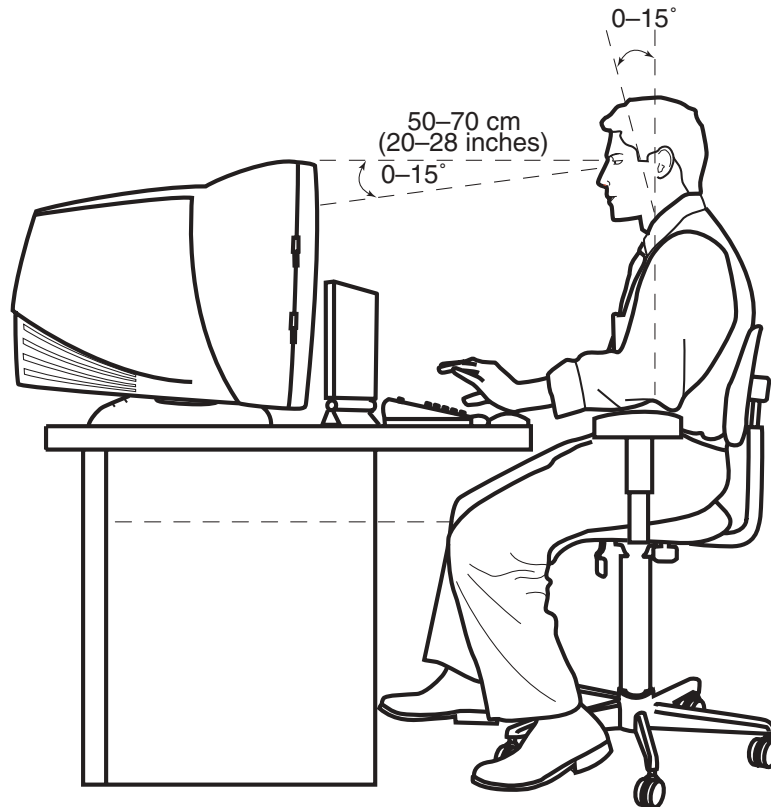
NOTE: Your PC uses active speakers only. Active speakers have a power cord and connect to the green Audio Out connector on the back of the PC. Passive speakers have no power cord or power switch.

- 4** Position speakers (select monitor models include speakers), connect them to the PC, and then connect the speaker power cord to the power outlet, but do not turn on the speakers.

- 5** Connect the modem cable to the telephone line wall jack and to the modem (select models only) on the back of the PC. Refer to “connecting the modem” on page 7 for details.
- 6** Turn on the monitor. Turn on the PC. Turn on the speakers. Follow the onscreen instructions and complete the initial windows until you see the desktop. Refer to “turning on your pc for the first time” on page 10 for details.
- 7** Restart the PC: Click the **Start** button on the taskbar, click **Turn Off Computer**, and then click **Restart**. The PC turns off and then starts again. This completes the initial startup process.

safety and comfort

After assembling your PC, but before you begin using it, arrange the PC and your work area to maintain your comfort and productivity. Refer to the Safety & Comfort Guide for important ergonomic information.



computer safety warning



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

To view the Safety & Comfort Guide:

- Click **Start**, choose **All Programs**, choose **PC Help & Tools**, and then click **Safety & Comfort Guide**.

Or

- Type

<http://www.compaq.com/ergo/>

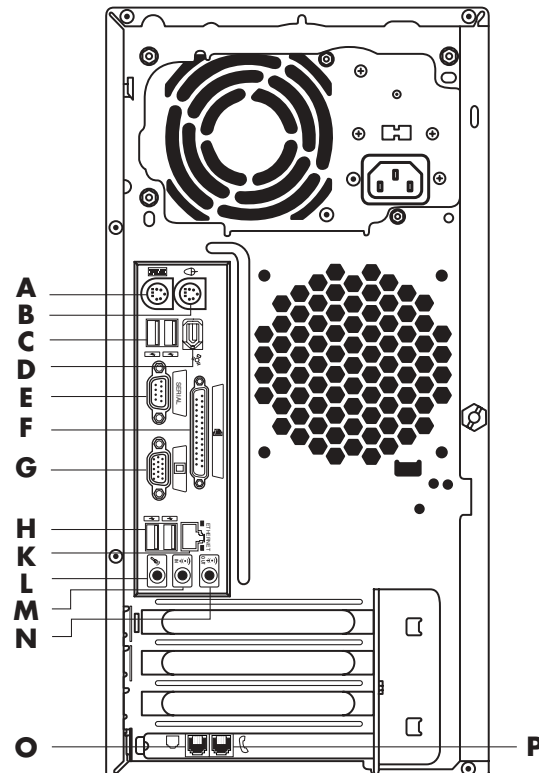
into your Web browser address box, and then press Enter on the keyboard.

pc back

Connect your main hardware devices like the monitor, keyboard, and mouse at the back of the PC. Other peripheral devices like a printer, scanner, camera, or other equipment also plug into connectors on the back of your computer. Some PC models also have connectors on the front of the PC.











Your PC features and connector positions may vary.

- A** Keyboard
- B** Mouse
- C** USB
- D** FireWire® (IEEE 1394)
- E** Serial port
- F** Parallel port
- G** Monitor
- H** USB 2.0
- K** Ethernet
- L** Microphone
- M** Audio out
- N** Audio in
- O** Modem (to telephone line wall jack)
- P** Telephone



NOTE: PCs use software drivers to control peripheral devices. When you add a Plug and Play (ready to use) peripheral, memory, or add-in card, the PC automatically loads the correct driver for the device.

NOTE: For peripherals that are not Plug and Play, follow the instructions that came with your peripheral device to load the appropriate driver.

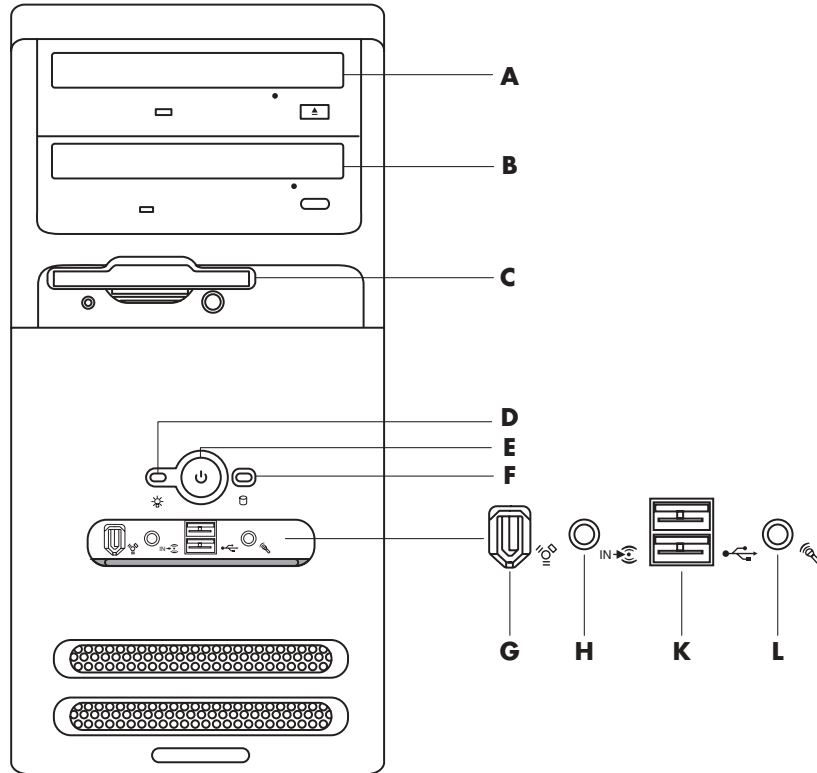
Connector Symbol	Description
	Mouse (PS/2)
	Keyboard (PS/2)
	Universal Serial Bus (USB) for mouse, keyboard, digital cameras, or other devices with USB connectors
	Printer (parallel)
	Monitor
serial	Serial port for digital cameras or other serial devices
 OUT	Audio Line Out (powered speakers)
 IN	Audio Line In
	Headphones
	Microphone
	FireWire® (IEEE 1394) for video cameras or other devices with very fast transfer rates.

pc front

The front of your computer has the drives, the On button and hard disk drive activity indicator light. Some PC models also have connectors on the front of the PC.

Your PC features and connector positions may vary.

- A** Top optical drive
- B** Second optical drive
- C** Diskette (floppy) drive
- D** On light
- E** On button
- F** Hard disk drive activity indicator light
- G** FireWire (IEEE 1394)
- H** Audio in
- K** USB 2.0 (two shown)
- L** Microphone



connecting the modem

The modem is used for connecting to an ISP that provides telephone dial-up connection to the Internet.

NOTE: Your PC may not come with a modem.

other ways to connect

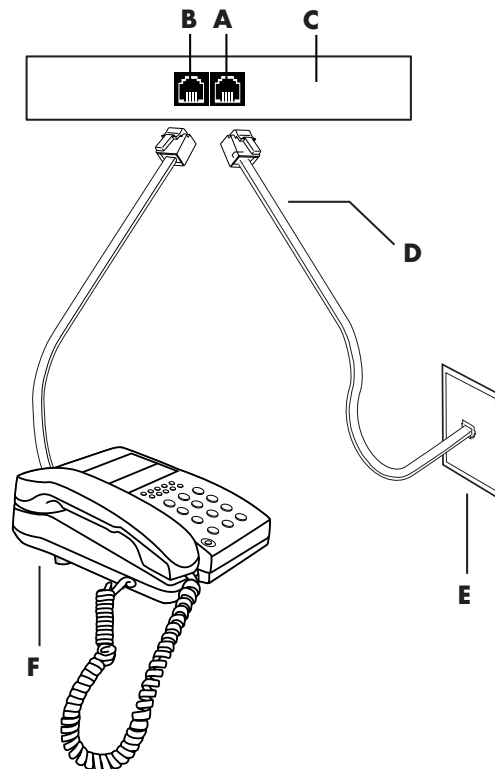
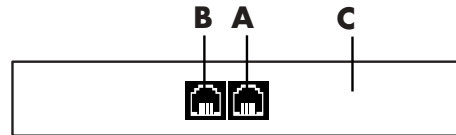
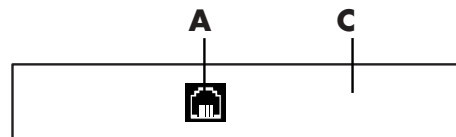
There are other ways to connect to the ISP that do not use the telephone modem, such as a LAN (Local Area Network) or DSL (Digital Subscriber Line). Check with your ISP for specifics on your connection.

See "setting up the ethernet connection" on page 9 if you are connecting through a LAN.

Check with your ISP for specifics on your connection.

Before you can connect to the Internet and send or receive e-mail and faxes using telephone dial-up, you must connect your telephone service line to the modem, which is inside the PC. The quick setup poster shows you how to plug in a modem/telephone cable to the PC modem connector and to your telephone service line wall jack connector. To identify the modem connector, look at the back panel of the PC. The modem connector looks similar to one of the following illustrations.

NOTE: Your PC may have only one modem/telephone connection.



- A** Modem connector (select models only)
- B** Telephone connector (select models only)
- C** Back of PC
- D** Modem/telephone cable
- E** Wall jack
- F** Telephone (not provided)

To connect the cable between the modem and the telephone service line:

- 1 Plug one end of a modem cable (D) into the modem connector (A) on the back of the PC (C). This connector may be labeled with either *Line* or a modem connector symbol.
- 2 Plug the other end of the cable (D) into the telephone service line jack (E) on the wall.

You can also connect a telephone (F) to the other connector (B) on the modem (select models only). By connecting a telephone to the modem, you can make regular (voice) telephone calls when you are not using the modem — even if the PC is turned off.

upgrading your 56k modem

Your modem driver can be upgraded to enable certain V.92 features. For information, go to the Support Web site listed in the *Warranty & Support Guide*, click the support link, type *modem upgrade* into the Search box, and then click the arrow to the right of the box. Follow the instructions provided.

NOTE: Your ISP must support the V.92 standard to use any of the V.92 features.

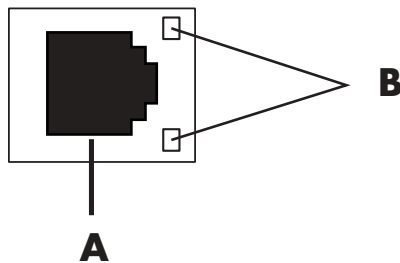
setting up the ethernet connection

The Ethernet connection (may be called a network interface adapter, a *Network Interface Card*, or *NIC*) provides a high-speed, or broadband, connection to an Ethernet (10BaseT) or Fast Ethernet (100BaseT) network. After this interface is connected to a network such as a LAN (local area network), you can connect to the Internet through the LAN. This network connection also allows you to share printers, data, and other devices among your PCs.

NOTE: Your PC may not come with an Ethernet connector.

Locate the Ethernet connector (a RJ-45 port) on the back of the PC.

- A Ethernet connector (RJ-45 port)
- B Ethernet indicator lights



To connect the Ethernet connector to the network:

- 1 Plug the network cable into the Ethernet connector (A) on the back of the PC.



WARNING: Do not plug the telephone service line cable or modem cable into the Ethernet connector. Although the plug looks similar to the plug on the Ethernet cable, they are not the same.

- 2 Plug the other end of the Ethernet cable into a 10BaseT or a 100BaseT port on the network hub.

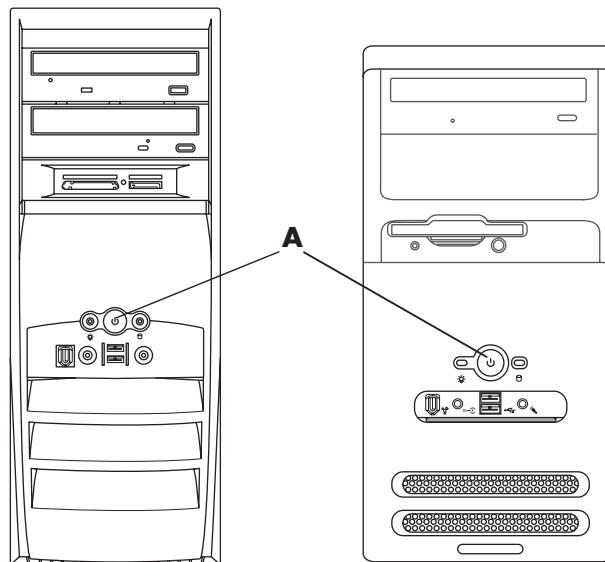
NOTE: Hubs are devices that can connect PCs to a network.

- 3 With the PC turned on, check the lights next to the Ethernet connector for status:
 - **ACTIVITY** — Lit yellow during network data transfer activity
 - **LINK** — Lit green with valid network connection

turning on your pc for the first time

After you have completed the steps on the quick setup poster, you are ready to turn on your PC.

- 1 Press the Power button on the monitor.
- 2 Press the On button (A) on the front of the PC (see the following figure).
- 3 Press the Power button on the speakers, if they are present.



- 4** Click an option to select your language (if applicable for your model). Click **OK** and then confirm your selection by clicking **Yes**. Wait until the PC makes preparations. (It may take up to 30 minutes to set up the language on the PC.)
- 5** Set up Microsoft® Windows® by following the onscreen instructions.
- 6** Refer to the following section, “registering your pc,” for information on completing the registration process (select models only).
- 7** Double-click the large **Internet Access** icon on your desktop, if it is present. Wait until the PC displays the Easy Internet Sign-up window, and then follow the onscreen instructions.
- 8** Restart the PC: Click **Start** on the taskbar, click **Turn Off Computer**, and then click **Restart**.


registering your pc

You may be prompted to register the PC (select models only). Register so you can receive changes, updates, and support. You can register any of these ways:

- Double-click the registration icon on your desktop, and follow the onscreen instructions.
- Register online at <http://www.compaq.com/register>

turning off the pc

For best results, turn off the PC without pressing any buttons on the PC chassis.

- 1** Close any open software programs. To close programs, click **X** in the upper-right corner of each window. 
- 2** Click **Start** on the taskbar.
- 3** Click **Turn Off Computer**, at the bottom of the menu.
- 4** Click **Turn Off**.
- 5** Turn off the monitor.

As an alternative to turning off the PC, you can put the PC in either standby or hibernation mode. To conserve power, you can set the power management timers to put the PC automatically into standby and then hibernation. See the following sections for more information on putting your PC in standby or hibernation mode.

standby mode

When the PC is in standby mode, it goes into a low-power state and the monitor is blank as if it is turned off. The advantages of using standby mode include:

- You save time and electricity without having to wait for the PC to go through the normal startup routine when you wake it again. The next time you use the PC, any programs, folders, and documents that were open before you put the PC in standby will be available.
- Your PC can receive faxes while in standby mode, if you set it to do so.
- Your PC can retrieve e-mail messages and download information from the Internet automatically, if you set it to do so.

To put the PC in standby mode manually:

- 1** Press the Standby button on the keyboard, if it is present.
The screen goes dark, and the PC goes into standby mode.
- 2** When you want to use the PC again, press the Esc key on the keyboard, or press the Standby button. The screen display reappears just as you left it.



Another way to put the PC into standby mode is to:

- 1** Click **Start** on the taskbar.
- 2** Click **Turn Off Computer**.
- 3** Click **Stand By**.
- 4** To wake the PC from standby, press the Standby button or press the Esc key on the keyboard.

If the PC does not work properly when you wake it from standby, restart the PC:

- 1** Press and hold the On button on the front of the PC for approximately 5 seconds until the PC turns off.

NOTE: Using the On button to restart the PC is not recommended and should be used only as a last resort. Instead, click **Start**, click **Turn Off Computer**, and then click **Restart**.

- 2** Turn on the PC again.

hibernation mode

When the PC is in hibernation mode, it saves everything that is in PC memory to the hard disk drive, turns off the monitor and the hard disk drive, and then turns itself off. When you turn on the PC again, your programs, folders, and documents are restored to the screen.

To put the PC into hibernation manually:

- 1 Click **Start** on the taskbar.
 - 2 Click **Turn Off Computer**.
 - 3 Press and hold down the Shift key on the keyboard, and click **Hibernate**.
-

NOTE: If Hibernate is not present, you can set up your PC for hibernation; refer to steps 1 through 6 of “automatic standby or hibernation” on page 13.

- 4 When you want to use the PC again after hibernation, press the On button on the front of the PC.

If the PC does not work properly when you wake it from hibernation, follow these steps to restart the PC:

- 1 Click **Start** on the taskbar.
- 2 Click **Turn Off Computer**.
- 3 Click **Restart**.

automatic standby or hibernation

You can set your PC to go into standby or hibernation mode automatically when it is idle for some number of minutes. To put the PC into standby or hibernation mode automatically, modify the power management settings:

- 1 Click **Start** on the taskbar.
- 2 Click **Control Panel**.
- 3 Click **Performance and Maintenance**, if it is present.
- 4 Double-click **Power Options**.
- 5 Click the **Hibernate** tab and check the hibernation feature. If necessary, enable the feature by clicking the *Enable hibernation* box so that a check mark appears in it.
- 6 If you changed the *Enable hibernation* check box, click **Apply**.

7 Click the **Power Schemes** tab to set the timers for standby and hibernation. In the Power Schemes box, select a power scheme from the drop-down list. Choose the settings:

- To turn on automatic standby for the PC, click the time to elapse before standby (such as **After 20 mins**) in the *System standby* list.
- To set the timer for automatic hibernation, click the time to elapse before hibernation (such as **After 1 hour**) in the *System hibernates* list.

NOTE: If both standby and hibernation timers are set, the system hibernation timer must be set for a longer time than the system standby timer.

8 Click **OK**.

making recovery cds/dvds

Now is a good time to make your recovery discs; see “creating recovery cds/dvds” on page 84.

installing software and hardware devices

After you turn on the PC the first time and restart it (see page 10), you can install any software programs that came on CDs or DVDs included in the PC box (select models only).

You may wish to install additional software programs or hardware devices on your PC. Restart the PC after installation.

Choose software that is compatible with your PC — check the operating system, memory, and other requirements listed for the new software for compatibility with your PC.

Install the new software according to the directions provided by the software manufacturer. Check the manufacturer’s documentation or customer service information for help if you need it.

transferring your old pc information and files to your new pc

See the built-in Microsoft Windows Help and Support Center, described on page 41; search for *transfer wizard*, and select the overview article, *Files and Settings Transfer Wizard overview*. This information describes a Microsoft solution for moving your files onto your new PC.

Or, as an alternative, double-click the **Protect My PC** icon on your desktop and review the products and services offered under *Move My Data*.

learning the basics

NOTE: To use your software, you must know how to use the mouse and keyboard. If necessary, see “using the mouse” on page 19 or see “using the keyboard” on page 21.

beginning to use your software

The operation of your PC is controlled by two kinds of software:




- The Microsoft Windows XP operating system, which displays the desktop on the monitor and controls your PC’s hardware, peripherals, and software applications.
- Software programs, such as a word processing program, which performs specific functions.

Information about using software and about the Microsoft Windows XP operating system is in the printed manuals and online Help. For Microsoft Windows, you can also press the Help button, labeled with a question mark icon on your keyboard (select models only), to open the built-in Help and Support Center. For help with specific software, refer to the onscreen Help within the program.

Software programs included with the PC may vary by model and by country/region.

using the desktop

The desktop has shortcut icons that make it easy to find the things you need.

Icon	Opens	Use it to
	Help and Support (select models only)	View onscreen Help information about your PC.
	Easy Internet Sign-up	Set up a new or an existing Internet account.
	Recovery	Start Application or System Recovery.

using the start menu

Click the **Start** button to open the start menu and:

- Select programs or documents.
- Open the Help and Support Center.
- Start a search.
- Run a program.
- Open the Control Panel to view or change settings.

- A** Start button on the taskbar
- B** Log Off button
- C** Turn Off Computer button
- D** All Programs



Click **Presario Info Center** to view information about your PC. (See “learning to use your pc” on page 17.)



The Start menu also displays the buttons *Log Off* and *Turn Off Computer*:

- Click the **Log Off** button to end your current PC session and to switch between users.
- Click the **Turn Off Computer** button to turn off the PC or to restart it.

using compaq organize software

Compaq Organize software is a desktop tool you use to organize both your PC shortcuts and your favorite Internet destination links. You use it to organize the important things you do on the PC and the Internet, and to arrange it the way you want. Compaq Organize makes all your information available with just a few mouse-clicks.

Compaq Organize looks like a window with multiple category frames. Each category has links to Internet destinations or shortcuts to software programs or files on your PC. Use the player area for viewing pictures, for listening to your MP3 music files stored on your computer, or for watching streaming video news clips. For searching, there is a search bar at the top of Compaq Organize where you can select the search engine you want to use.

To open Compaq Organize:

- 1** Click **Start** on the taskbar.
- 2** Choose **All Programs**.
- 3** Choose **PC Help & Tools**.
- 4** Click **Compaq Organize**.

learning to use your pc

Click the **Start** button and select **Presario Info Center** (select models only). A window opens with a welcoming message. Click an item on the left of the message to view information about your PC, including:

- Locations of drives and connectors on the front of the PC chassis.
- Descriptions and uses of software programs included with your PC.
- Access to the Internet.
- Help and Support.
- Recovery of the operating system and software programs.

For detailed instructions and information about your PC (select models only):

- 1** Click **Start**.
- 2** Choose **Help and Support**.
- 3** Choose **Compaq Presario PC Help**.

For onscreen instructions to run tests for PC-related problems or to get help from a Support analyst, open Instant Support (select models only):

- 1** Click **Start** on the taskbar, and click **Help and Support**.
- 2** Click **Instant Support**.
- 3** Click **Request Help**.
- 4** Follow the onscreen instructions to run a test or to submit a problem. You can run tests anytime; however, your PC must be connected to the Internet to submit a problem.

using the all programs menu

To find the software programs on your PC:

- 1 Choose **Start**.
- 2 Choose **All Programs**.

organizing your all programs list

You see folders organized according to task (select models only) when you:

- 1 Click **Start**.
- 2 Choose **All Programs**.

A folder contains a list of items. Each item is actually a shortcut, or *link*, to a program, document, or another folder. The Music folder, for example, contains shortcuts to the programs you use to play music CDs.

To change the name of an item:

- 1 Right-click the item.
- 2 Select **Rename**.
- 3 Type the new name and press Enter on the keyboard.

To move an item by using the drag-and-drop technique:

- 1 Select the item in All Programs or in a folder.
- 2 Left-click the item and hold down the mouse button.
- 3 Move the mouse pointer to where you want the item, and then release the mouse button.

(If you have problems dropping the item into a folder, drag it to your desktop, and then drag it to the folder.)

To copy an item:

- 1 Right-click the item.
- 2 Select **Create Shortcut**. The shortcut appears in the folder.
- 3 Drag the item into the All Programs list or into another folder.

If you use *Add or Remove Programs* in the Control Panel to delete a software program, the shortcut in All Programs may not be removed. To remove a shortcut:

- 1 Click **Start**.
- 2 Choose **All Programs**.
- 3 Select the folder.
- 4 Right-click the shortcut, and then select **Delete**. Click **Delete Shortcut** to confirm you want to delete the shortcut.

using pc help & tools

The PC Help & Tools folder (select models only) in the All Programs menu contains special utilities for PC owners. This folder also contains any onscreen guides included with your PC.

To see the items in the PC Help & Tools folder:

- 1** Click **Start** on the taskbar.
- 2** Choose **All Programs**.
- 3** Choose **PC Help & Tools**.
- 4** Click an item to view it or use it.

NOTE: If there are no guide titles listed in PC Help & Tools, your PC has no onscreen guides.

using the mouse

Your PC includes a mouse for directing the cursor (pointer) on the Windows desktop. The mouse uses a roller ball or optics (a light and sensor) to sense movement and cause the cursor on the screen to move. Use the mouse on a flat surface.

NOTE: The optical mouse cannot work on a glass, translucent, or reflective surface.

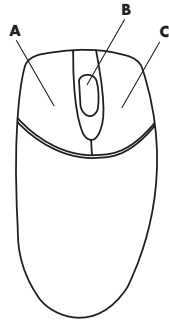
A wireless mouse (select models only) is an optical mouse that uses a receiver/transmitter, instead of a connector cable, to communicate with your PC. A light on the receiver indicates receiver activity. Refer to “wireless keyboard set” on page 23 for receiver indicator information.

NOTE: The wireless mouse goes into a sleep or suspend mode after 20 minutes of inactivity. Click a button on the mouse to wake it. (Moving the wireless mouse does not wake it.)

The mouse has two or three buttons on the top.

- Click the left mouse button to position the cursor or to select an item.
- Click the right mouse button to display a menu of commands for the item you clicked.
- On select models, use the scroll wheel button in the center for scrolling and panning.

- A** Left button
- B** Scroll wheel button
(scrolling mouse only)
- C** Right button



Double-click means to press the left button on the mouse two times in a row. To double-click, you click the button (press it and then release it), and then quickly click it again.

NOTE: Your mouse may look different from the one shown here.

You can switch the function of the left and right buttons for left-handed use. Refer to “switching mouse button functions” on page 21.

If your mouse does not work properly, refer to “troubleshooting” on page 71.

scrolling

Click the left mouse button to place the cursor in a document, and then:

- To scroll toward the beginning of a document, roll the scroll wheel button up (away from you).
- To scroll toward the end of a document, roll the scroll wheel button down (toward you).

autoscrolling

- 1** Place the cursor anywhere in the text, and press the scroll wheel button once. An autoscroll icon appears.
- 2** Move the mouse in the direction you want to scroll. The farther you move the mouse from the starting point, the faster the document scrolls.
- 3** To stop autoscrolling, press the scroll wheel button again.

NOTE: Autoscrolling does not work with some software programs.

panning

- 1** Press and hold down the center scroll wheel button.
- 2** Slowly move the mouse in the direction you want to pan. The farther you move the pointer from the starting point, the faster the document pans.
- 3** To stop panning, release the scroll wheel button.

NOTE: Panning only works if the window's horizontal scroll bar is active. Panning does not work with some software programs.

switching mouse button functions

To switch the functions of the right and left mouse buttons:

- 1 Click the **Start** button.
- 2 Click **Control Panel**.
- 3 Click **Printers and Other Hardware**, if it is present.
- 4 Double-click **Mouse**.
- 5 Check *Switch primary and secondary buttons* on the **Buttons** tab.
- 6 Click **Apply** (using the new primary button), and then click **OK**.

changing mouse pointer speed

To change the speed of the cursor on the screen relative to the motion of the mouse:

- 1 Click the **Start** button.
- 2 Click **Control Panel**.
- 3 Click **Printers and Other Hardware**, if it is present.
- 4 Double-click **Mouse**.
- 5 Click the **Pointer Options** tab.
- 6 In the area, *Motion*, use the slider to adjust the pointer speed.
- 7 Click **Apply**, and then click **OK**.

using the keyboard

about your keyboard

Your keyboard has an arrangement of standard keys, indicator lights, and special buttons (select models only). Locate your keyboard among the following illustrations and read the feature list for it. Your keyboard may vary from the illustrations.

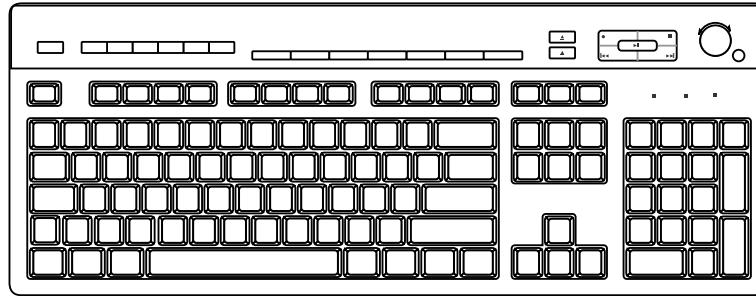
internet keyboards

Internet keyboards may connect directly to your PC or may be wireless. (See "wireless keyboard set" on page 23 for a description of the wireless set.)

Some keyboards do not have the Internet buttons shown here at the top of the keyboard, and some use a different layout on the top right.

Find your keyboard among the following illustrations to read about its features.

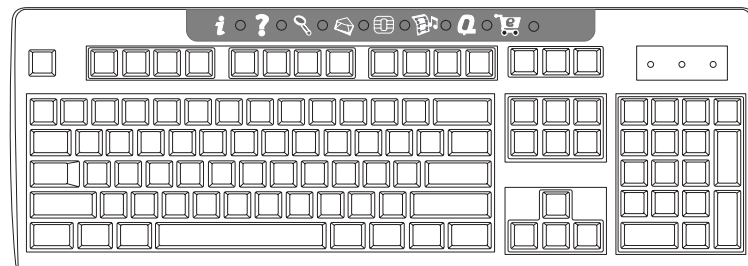
internet keyboard 1



This keyboard enables you to:

- Adjust speaker volume.
- Connect to the Internet (if you have an established Internet account).
- Search for information on the Internet.
- Place the PC into standby to save power.
- Start, pause, and stop playing a CD or DVD, skip to the previous or next track, record, and eject the disc tray (for two drives).
- Mute speaker sound.
- Customize the buttons to open programs and connect to Internet Web sites.
- Get support information.
- Find a file or program on the hard disk drive.

internet keyboard 2



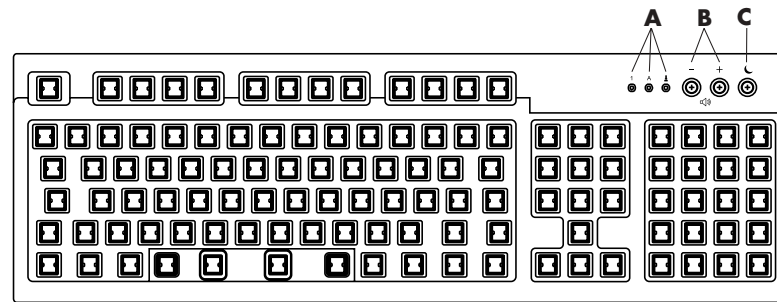
This keyboard enables you to:

- Connect to the Internet (if you have an established Internet account).
- Search for information on the Internet.
- Customize the buttons to open programs and connect to Internet Web sites.
- Get support information.

standard keyboard

LEDs, light emitting diodes, are lights used to indicate status.

- A** The lights (LEDs) turn on to indicate (left to right) the number lock on, the capitals lock on, and the scroll lock on.
- B** The plus (+) and minus (-) buttons adjust the speaker volume.
- C** The moon icon button places the PC into standby mode or wakes the PC from standby mode.



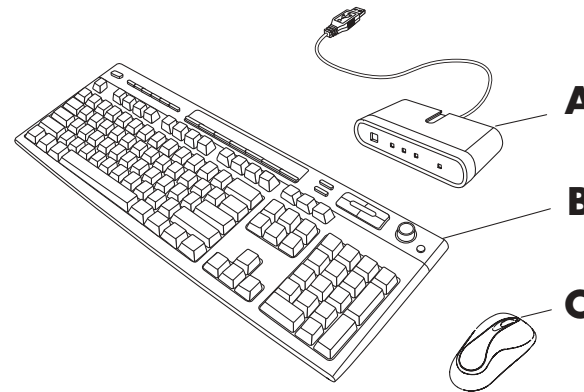
This keyboard enables you to:

- Adjust speaker volume.
- Place the PC into standby to save power.

wireless keyboard set

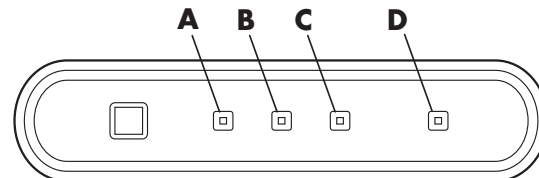
A wireless keyboard (**B**) uses a receiver/transmitter unit (**A**), instead of a connector cable, to communicate with your PC. The wireless keyboard, mouse (**C**), and receiver set is available with select models only.

- A** Wireless receiver
- B** Wireless keyboard
- C** Wireless mouse



A light (**D**) on the receiver indicates receiver activity.

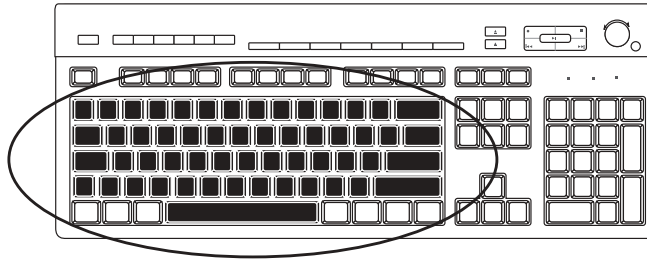
- A** Number lock on
- B** Caps lock on
- C** Scroll lock on
- D** Receiver activity



If your keyboard does not work properly, refer to “troubleshooting” on page 71.

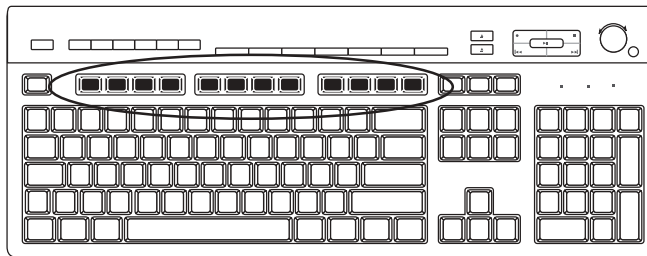
standard keyboard features

alphanumeric keys



The alphanumeric keys are the main keys found on a standard typewriter.

function keys



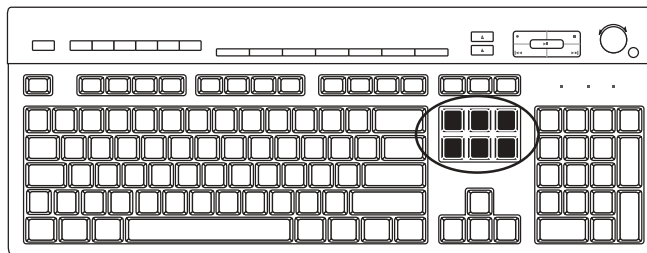
The function keys, located above the main keys, are labeled F1 through F12.

- Pressing F1 displays a Help window for the software program being used.
- Pressing F3 displays a search window.

F1 and F3 are available at all times.

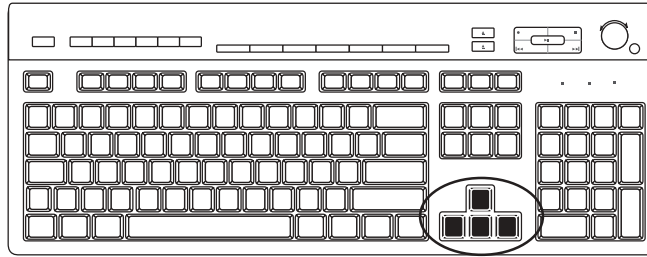
Other function key operations vary by software program.

edit keys



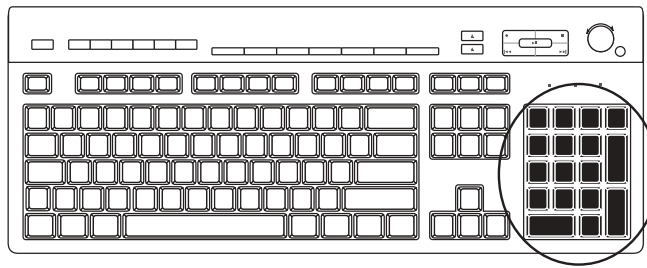
The edit keys are Insert, Home, Page Up, Delete End, and Page Down. Use these keys to insert and delete text and to quickly move the cursor on your screen. They function differently with some software programs.

arrow keys



The arrow keys are controls for up, down, right, and left. You can use these keys instead of the mouse to move the cursor for navigation in a Web page, in a document, or in a game.

numeric keys



Press the Num Lock key to lock and unlock the numeric key functions:

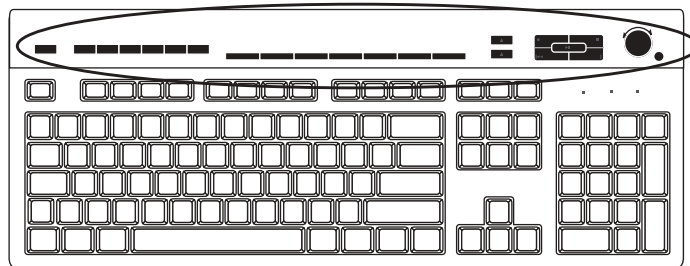
- When the Num Lock light on the keyboard is on, the numeric keys work in the same way as the number keys and arithmetic functions found on a basic calculator.
- When the Num Lock light on the keyboard is off, the numeric keys are directional keys used to move the cursor or play games.

keyboard indicators

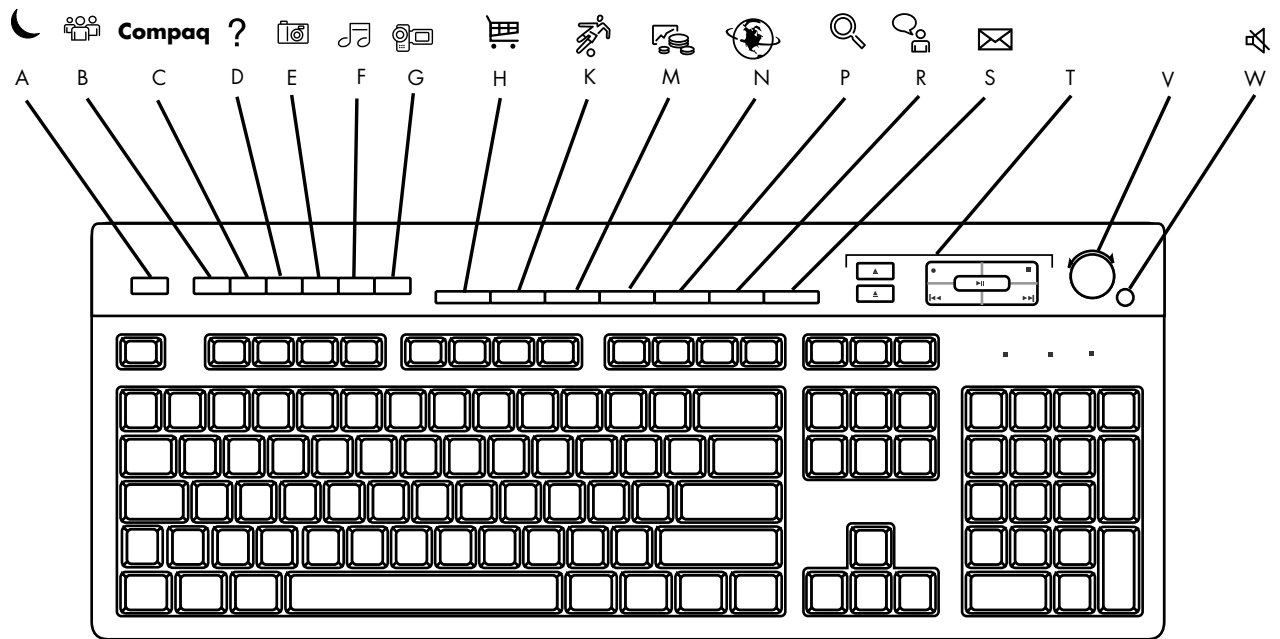
Each keyboard indicator is a light labeled with the name or icon for its status:

Icon	Name	Description
1	Num Lock	Numeric keys are locked as numbers keys and arithmetic functions.
A	Caps Lock	Alphanumeric keys are locked to uppercase.
↓	Scroll Lock	Scroll function is locked.

special keyboard buttons







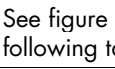



There are special buttons (select models only) at the top of the keyboard. (Some models have some of these special buttons on the left side of the main keys.) These buttons operate a CD or DVD player, connect you to the Internet, or provide quick access to specific functions.



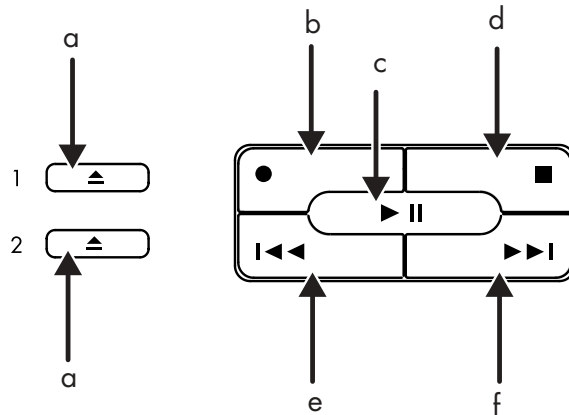
NOTE: The number, location, and labeling of buttons vary by keyboard model.

Figure Key	Icon	Feature	Description
A		Standby	Puts PC into power-saving mode (screen is blank but PC is still on). To make screen reappear, press the Esc key, or press standby again. May take 10–30 seconds before screen reappears.
B	user	User	Switches between the PC users.
C	Compaq	Compaq	Links to Compaq Web site.
D	?	Help	Opens the Help and Support Center.
E	photo	HP Picture Toolkit	Opens an imaging software program. Can be reconfigured.
F	music	Music	Starts MusicMatch Jukebox or Windows Media Player. Can be reconfigured.
G	video	Video	Opens video software program. Can be reconfigured.

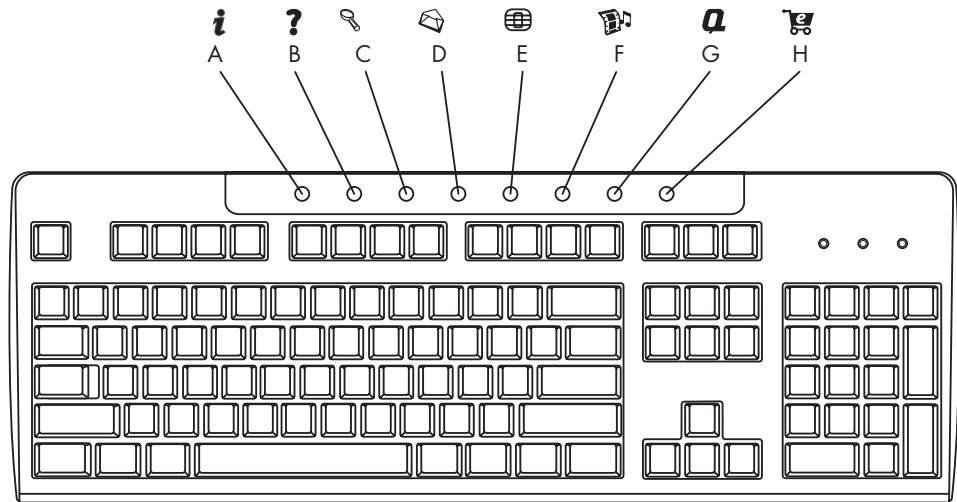
H		Shopping	Goes to popular Web sites. Can be reconfigured to open any site or software program.
K		Sports	
M		Finance	
N		Connect	
P		Search	
R		Chat	
S		E-Mail	
T	See figure following table	Media Controls (CD/DVD/MP3)	Operates CD or DVD player.
V		Volume control (Volume knob or Volume Up and Volume Down buttons)	Volume knob: Increases speaker volume when turned clockwise and decreases volume when turned counterclockwise. It can be turned indefinitely, even after maximum sound has been reached. Volume Up and Down buttons: Press the Volume Up ▲ button to increase volume and the Volume Down ▼ button to decrease volume.
W		Mute	Turns speaker sound on and off.

media control keys

- a** open and close disc tray(s)
- b** record
- c** play or pause
- d** stop
- e** skip to the previous track
- f** skip to the next track



- A** Internet
- B** Help
- C** Search
- D** E-mail
- E** Offers
- F** Entertainment
- G** My Presario
- H** Shopping



NOTE: The number, location, and labeling of buttons vary by keyboard model.

Figure Key	Icon	Feature	Description
A		Internet	Connects you to a customizable Web page filled with local weather, news, sports, and financial information. Can be reconfigured to open any site or software program.
B		Help	Takes you to the Help and Support Center.
C		Search	Opens a Web site that helps you locate information on the Internet. Can be reconfigured to open any site or software program.
D		E-mail	Starts your e-mail program. Can be reconfigured to open any site or software program.
E		Offers	Launches an online community experience with chat, discussion boards, clubs, and more. Can be reconfigured to open any site or software program.
F		Entertainment	Connects you to the world of entertainment, featuring music downloads, streaming video, Webcasts, entertainment news, and reviews.
G		My Presario	Takes you to the My Presario Club Web site, featuring a variety of discounts, promotions, and how-to information.
H		Shopping	Provides an instant connection to your PC store. Can be reconfigured to open any site or software program.

customizing the buttons

You can customize some of the special buttons on the keyboard (select models only) to open different programs or files, or to connect to favorite Web sites:

- 1** Click **Start** on the taskbar.
- 2** Choose **Control Panel**.
- 3** Click **Printers and Other Hardware**, if it is present.
- 4** Double-click **Keyboard**.
- 5** On the Buttons tab, double-click the button you want to change.
- 6** For the Button Configuration, click the down-arrow to the right of the list and choose an action, such as *Simple web page with label*.
- 7** Enter a display label and the address information. For a Web page, enter the URL.
- 8** Click **OK**.
- 9** On the Buttons tab, click **Apply**.
- 10** Repeat steps 5 through 9 for each button you want to customize.
- 11** Click **OK** when you are done.

NOTE: Clicking the **Restore Defaults** button on the Button tab restores all of the Internet buttons to the factory settings.

adjusting the monitor

To change the screen resolution:

- 1** Right-click an empty area of the desktop and click **Properties**.
- 2** On the Settings tab, adjust the screen resolution.
 - Moving the slide toward **Less** increases the size of text on your screen.
 - Moving the slide toward **More** decreases the size of text.
- 3** Click **Apply**.
- 4** Click **Yes**, if it is present.
- 5** Click **OK**.

NOTE: You can connect more than one display device (CRT monitor, flat panel monitor, TV, etc.) to the PC (select models only). You can quickly change where the PC desktop appears by pressing Alt+F5. Each time you press the Alt+F5 key combination, the PC display appears on the next device. If Alt+F5 does not work, restart the PC and try again.

using a printer

Refer to the user manual that came with your printer for instructions on connecting and using the printer.

Printers receive instructions from your PC via software called *printer drivers*. In many cases your PC automatically finds the necessary printer driver. If it does not, follow instructions that come with your printer to install the specific printer driver that it requires.

You can print text and graphics from most software programs and Internet sites if you have a printer connected to your PC and the necessary software installed for the printer.

To print:

- 1** Click **File** on the menu bar.
- 2** Click **Print**.
- 3** Select your printing options:
 - Select the printer.
 - Choose the page range (for example, all pages, current page, range of pages).
 - Determine the number of copies.
 - Select all, odd, or even pages in a range.
- 4** Click **OK**.

using the internet

This chapter discusses the Internet, how to use a browser and e-mail, and how to set up your Internet account.

Use the Internet to search for and to find information or services on the Web, or to use an e-mail program to get, read, or send electronic mail messages.

Hardware and software programs provided on your PC may vary. Your PC may come with:

- Access to the ISPs in your area.
- Internet Explorer Web browser.
- Outlook Express e-mail software program.
- 56K modem and modem software (upgrade ready).
- Ethernet connector.
- Special keyboard buttons to access the Internet.

about the internet

The **Internet** is a group of computers that communicate with each other through telephone lines, digital service, or cable lines. Each Internet computer is independent, and its operators choose which files to make available to users of the Internet. To connect your PC to the Internet and use the information and services available there, you need an Internet Service Provider (ISP).

ISPs are businesses that give you access to the Internet, and most of them provide electronic mail service (e-mail). ISPs usually charge a monthly fee for their services. When your PC connects to the Internet, it is actually communicating with the ISP's Internet computer. The ISP verifies your account and then provides you access to the Internet. You use a Web browser program to search, find, and display Web site information. Some ISPs allow you to choose a browser program, while others provide their own browser.

Your connection to an ISP may be through a traditional telephone dial-up modem, a LAN (Local Area Network), cable modem, or DSL (Digital Subscriber Line). (DSL, ADSL, and cable ISPs are not available in all countries/regions.)

The **World Wide Web** (WWW), also called the Web, is a public part of the Internet used by individuals, companies, governments, and organizations. These individuals and groups have created millions of Web pages in support of their activities. A Web page is a file or group of files that a user can access by entering the Web page's file location, or *URL*.

The **URL (Uniform Resource Locator)** identifies a Web site location, typically in the form `http://www.name.extension` (for example, `http://www.hp.com`). The URL may include the path to a specific file within that site. Each period, or *dot*, in the URL separates elements within the address. For example, you will see the URL extension *.com* used by companies. When you enter the URL into your browser address box and press the Enter key on your keyboard, the browser contacts that location and displays the Web page for you.

Imagine you are reading a newspaper. On page 1, you may read something like "For more details, see page 3, column 2." You turn the page for more information. A **hyperlink** on a Web page works the same way, except that you click the mouse with your cursor over the link to move to the page or the Web site. The way that a hyperlink links files together is what gives the Web its name, because the Web weaves and connects idea to idea all over the world.

Your **e-mail address** identifies the electronic post office box where people can send you electronic mail. E-mail addresses have the form `name@domain.extension`. The domain is usually the name of the ISP or organization. The extension usually identifies the type of organization. For example, if your name is Jane Jones and XYZ is your ISP, your e-mail address might be `JaneJones@xyz.com`, with the extension *.com* indicating that XYZ is a business. For information on using e-mail, see "sending and receiving e-mail" on page 39.

setting up your internet account

1 Set up your modem or other Internet connection.

- If you will be using a modem to connect to the Internet, please refer to the quick setup poster, and to “connecting the modem” on page 7 for instructions.
- If you will be using a network, high-speed, or broadband connection, refer to “setting up the ethernet connection” on page 9 for instructions.

2 Choose an ISP.

Before you can connect to the Internet, you must sign up with an Internet Service Provider (ISP). Compaq has made arrangements with leading ISPs in your area to help you sign up for Internet service (select models only).

3 Connect to your ISP and the Internet.

Use one of these methods:

- Double-click the ISP-provided icon on the desktop.

Or

- Press the Connect (or Internet) button on the keyboard (select models only).



Or

- Click **Start**, choose **All Programs**, choose **Online Services**, and click **Internet Explorer**.

Use Easy Internet Sign-up (available on select models only) to sign up for a new or an existing ISP account; see “signing up for a new or an existing isp account using easy internet sign-up” on page 36. The software programs for available ISPs are part of your PC.

The Windows desktop may have a folder called Online Services, which includes icons for accessing various online services. These icons are part of the Windows operating system, but they are not functional in all countries/regions.

signing up for a new or an existing isp account using easy internet sign-up

Using Easy Internet Sign-up (available on select models only) you can:

- Sign up for a new Internet account.
- Set up an existing account.
- Read about Internet access using a LAN (Local Area Network), cable modem, or DSL (Digital Subscriber Line).

If you decide to use a DSL or cable Internet connection, contact your ISP for any specific software and hardware you may need.

To open Easy Internet Sign-up:

Double-click the **Easy Internet Sign-up** icon on the desktop.



Or

- 1** Click **Start** on the taskbar.
- 2** Choose **All Programs**. Choose **Online Services**.
- 3** Click **Easy Internet Sign-up**.

Follow the onscreen instructions.

NOTE: Your modem cable must be connected to the telephone service line in order for Easy Internet Sign-up to find and obtain updated information about services.

NOTE: If you are using MSN or AOL and have questions, refer to the information in Easy Internet Sign-up or contact the ISP directly.

using a browser

A Web browser program searches for, finds, and displays Web site information. How you explore the Internet depends on whether you are using an ISP that provides the browser or an ISP that allows you to use any browser.

Once you are connected to the Internet, your browser displays the home Web page. You can go to a different Web site by entering its address (such as `http://www.compaq.com`) in the address box in the Web browser and pressing Enter on your keyboard. Or, you can use the browser Search tool to search for references to a specific word or phrase on the Web.

searching the internet

Most browser programs include a search feature. You may need to click a button or select from a menu to display the search feature, depending on the type of browser program. Type a question or a word that describes the information you want to find into the Search box, and then press Enter.

The Windows search feature includes direct use of the Internet Explorer Search. (If your ISP provides the browser, you may not be able to use Internet Explorer to search the Internet.)

To begin a search:

- 1** Click **Start** on the taskbar.
- 2** Click **Search**.
- 3** Click **Search the Internet**. (You may have to scroll down in the list to see this option.)
- 4** Type a word or question into the Search box.
- 5** Click **Search**.

The PC connects to the Internet (if needed), performs the search, and displays the results. Click a link in the results list to display the Web page.

There are also Web sites specifically created for searching the Internet. These are called *search engines*.

restricting internet content

The Internet provides you with a wide variety of information, but some information may not be suitable for every viewer. With Content Advisor (a feature of Windows XP), you can:

- Control Internet access.
- Set up a password.
- Set up a list of Web sites that people who use your PC cannot view.
- Adjust the type of content people can view with or without your permission.

Once you set up restricted rating levels in Content Advisor, users can view Web sites and other pages that you have specified under the rating setup. However, to view *unrated* Web sites or pages, they must enter the Content Advisor password that you have set. This means that any unrated page, even Help and Support or Internet Explorer, is not viewable if the user doesn't know the password. To allow access to an unrated site or page you approve of, open it and when the password window appears, select the option *always allow viewing* or *allow viewing only this time*.

To use Content Advisor:

- 1** Click **Start** on the taskbar, and then click **Control Panel**.
- 2** Click **Network and Internet Connections**, if it is present.
- 3** Double-click **Internet Options**.
- 4** Click the **Content** tab.
- 5** In the Content Advisor area, click **Enable**.
- 6** On the Ratings tab, click a category in the list, and then click and drag the slider bar until the rating level is set to the limit you want to use.
- 7** Repeat step 6 for each category you want to limit.
- 8** Click **Apply**, and then click **OK**.
- 9** Type a password into the Password box and the Confirm password box, and then click **OK**.

NOTE: If you want to change the settings after the initial setup, click **Settings** in the Content Adviser area instead of *Enable*. The Enable button works as a toggle to turn the Content Advisor on and off.

sending and receiving e-mail

E-mail (electronic mail) allows you to send and receive letters, pictures, postcards, and even music and video clips.

Your PC comes with an e-mail program from Microsoft called Outlook Express (select models only). You may also use e-mail programs from other vendors. Some ISPs provide their own e-mail programs. You use an e-mail program to send, receive, and organize your messages. You can organize, read, and create new messages even when you are off-line (not connected to the Internet).

NOTE: Some models come with Microsoft Outlook instead of Outlook Express. For details on using Microsoft Outlook, open the Outlook program and select Help.

if using outlook express

The first time you start Outlook Express, the Internet Connection Wizard window opens if you are not already connected to the Internet.

The Wizard will ask for connection information such as an account name and password and the names of an incoming and an outgoing mail server. If you need help with any of this information, contact your ISP.

After the first time you sign up and connect through an ISP, you can run Outlook Express from the Start menu.

sending e-mail messages with outlook express

- 1 Click **Start** on the taskbar, and select the **E-mail Outlook Express** icon.



NOTE: You can also press the E-Mail button on the keyboard to open Outlook Express (select models only).

- 2 Click the **Create Mail** icon.
- 3 Type in, or select from an address book, the address of each recipient.

NOTE: E-mail addresses contain no spaces and have a period after the server name. Dashes and underscores are sometimes used. Capital letters may be required.

- 4 Type your message in the New Message window.
- 5 Type the message title in the Subject box.

- 6** Click the **Send** button on the toolbar when you are finished.
- 7** If necessary, click the **Send/Recv** tool on the toolbar to send any messages stored in the Outbox.

NOTE: When you compose a message without being connected to the Internet, the message is stored in the Outbox until the next time you log on to the Internet and connect to your ISP.

receiving e-mail messages with outlook express

Your ISP receives e-mail messages for you automatically, even when your PC is turned off. The ISP then stores your messages until you connect to the Internet and open your e-mail program to read them.

- 1** Start Outlook Express.
- 2** If necessary, click the **Send/Recv** tool on the toolbar to have your e-mail program get the new messages from all listed e-mail accounts.
- 3** Click the **Inbox** folder to view the list of incoming messages. Messages not yet read appear in bold on the screen.

NOTE: In Outlook Express, the messages stay in your Inbox until you delete them or move them to another folder.

- 4** Click a message once to view it, or double-click the message to expand it and read it in its own window.

For more information about using your e-mail program, go to the Help menu within the program.

if your isp provides the e-mail program

Follow the ISP's instructions to install its Web browser and e-mail program and to set up and use your e-mail account. You will then be able to send and receive e-mail when your PC is connected to your ISP.

getting help

help and support center

Information about your PC is in the onscreen Help and Support Center (select models only). Here you can find links to driver updates, access to technical support options, and information about commonly asked questions.

To open the Help and Support Center:

- 1** Press the **Help** button (select models only) on your keyboard.

Or

Click **Start** on the taskbar and choose **Help and Support**.

- 2** Choose **Compaq Presario PC Help**.

instant support

When you need assistance to solve a PC-related problem, use Instant Support (select models only). With Instant Support you can run tests or submit a problem for help over the Internet. When you submit a problem, you communicate over the Internet with a Support analyst who works with you on solving the problem.

To start Instant Support:

- 1** Click **Start** on the taskbar.
- 2** Click **Help and Support**.
- 3** Click **Instant Support**.
- 4** Click **Request Help**.
- 5** Follow the onscreen instructions to run a test or submit a problem. (Your PC must be connected to the Internet to submit a problem.)

using compaq connections

Compaq Connections (select models only) is an Internet-based service provided by Compaq to bring you important information about your PC:

- Product notices
- System updates
- Tips
- Special offers for your PC

Messages arrive while you're connected to the Internet and may display an alert or a notice on your desktop. View messages as they arrive or read them later.

The Compaq Connections Support messages are also available to you through the Support Web site under the information for your PC model. Refer to your *Warranty & Support Guide* for Web site information.

getting messages

After you view or close a message, it will not automatically display again.

To read a previously received message, open Compaq Connections:

- 1** Click **Start** on the taskbar.
- 2** Chose **All Programs**.
- 3** Choose **PC Help & Tool**.
- 4** Choose **Compaq Connections**.
- 5** Click **Compaq Connections** again.

Compaq Connections opens and lists the message titles. To read a message, double-click the message title in the window. You can close this window, and Compaq Connections remains active.

turning off messages

You cannot receive messages, including important Support messages that may be critical to the operation of your PC, while the service is off.

To turn off the Compaq Connections Service:

- 1** Click **Start** on the taskbar.
- 2** Choose **All Programs**.
- 3** Choose **PC Help & Tool**.
- 4** Choose **Compaq Connections**.
- 5** Click **Disable Compaq Connections**.

The service is turned off until you re-enable it.

re-enabling messages

When you re-enable the Compaq Connections Service, the service runs whenever you are connected to the Internet, and you receive messages as they become available.

To turn on the service:

Double-click the **Re-enable Compaq Connections** icon on the desktop.

Or

- 1** Click **Start** on the taskbar.
- 2** Choose **All Programs**.
- 3** Choose **PC Help & Tool**.
- 4** Choose **Compaq Connections**.
- 5** Click **Re-enable Compaq Connections**.

resolving problems

For help on general and miscellaneous problems you may be experiencing, refer to “troubleshooting” on page 71.

upgrading and servicing the pc

Information about the internal parts of the PC chassis is in the chapter “upgrading and servicing the pc.” Some model PCs have this servicing information printed as a separate guide and included with the PC.

warranty & support guide

The *Warranty & Support Guide* contains operating specifications for the PC along with regulatory and safety information.

See the *Warranty & Support Guide* included with the PC documentation for:

- Terms of your PC warranty coverage
- License information
- Support contact information

online guides

You can find online guides and information for your PC. To view online manuals for your PC:

- 1** Type the Support Web address from your *Warranty & Support Guide* into your browser address box, and press the Enter key on your keyboard.
- 2** In the search box, type your product name and number (*Compaq 2000*, for example) and click the search arrow. The product number is on the lower front of the PC chassis or inside the CD storage area.
- 3** Click the manuals item to see a list of manuals for your PC.

NOTE: Online manuals are associated with specific PC model numbers. Some models do not have online manuals.

web sites about your pc

Use the Web site addresses listed in the *Warranty & Support Guide* for:

- Information about your PC.
- Your technical support needs.

Type these Web site addresses into the address box of your Internet browser, and then press the Enter key on your keyboard.

microsoft windows xp operating system

For questions about the Microsoft Windows XP operating system, refer to:

- Help and Support. For onscreen help and troubleshooting, click **Start** and then **Help and Support**.
- The Microsoft Windows XP guide, included with your PC documentation.

working with sound, pictures, and video

using speakers

Speakers are included with the monitor (select models only), or are sold separately. For details on connecting stereo speakers to the PC, see the quick setup poster.

NOTE: *Speakers* may be passive (no power button and no power cord) or active (power button or power cord). Your PC supports only active (powered) speaker systems; the speaker system must have its own power cord.

A *stereo speaker set* is a left-right, 2-channel speaker system. A *multi-channel audio speaker system* is a system with more than two channels, and may include a subwoofer. For example, 5.1 channels, referred to as a 6-speaker mode, uses two front speakers (left-right), two rear speakers (left-right), a center speaker, and a subwoofer.

If your PC has multi-channel audio speaker capacity (select models only), you can connect four channels for four speakers output or six channels for 5.1 speakers output.

Connect your speaker system to the PC and then configure the audio software for sound output. Refer to “connecting a multi-channel speaker system to your pc” on page 46.

adjusting speaker volume

Use the Volume icon on the taskbar to set speaker volume. Then you can adjust the volume using:



- The volume knob or buttons on the keyboard (select models only).
- The volume knob on the speakers (select models only).

NOTE: If you do not see this Volume icon on the taskbar, click **Start**, choose **Control Panel**, click **Sounds, Speech, and Audio Devices**, if it is present, and then double-click **Sounds and Audio Devices** to open the Sounds and Audio Devices Properties window. On the Volume tab, place a check in the *Place volume icon in the taskbar* check box. Click **Apply**, and then click **OK**. The Volume icon appears in the taskbar.

The two ways to use the Volume icon are:

- 1** Click the **Volume** icon on the taskbar.
- 2** Adjust the volume.
- 3** When you are satisfied with the sound level, click outside the Volume window to close this window.




Or

- 1** Double-click the **Volume** icon on the taskbar. The Volume Control settings window opens.
- 2** Adjust the volume.
- 3** When you are satisfied with the sound level, click the **Close** box (the **X** in the corner) to close this window.

connecting a multi-channel speaker system to your pc

Multi-channel audio speakers plug into the Audio In, Audio Out, and Mic connectors on the back or front of the PC. Refer to “pc back” on page 5, or “pc front” on page 7 for the location of the connectors.

- 1** Turn off the PC and the speakers.
- 2** Connect the three audio cable plugs from the speaker system to the connectors on the back of the PC. (See the following table.)
- 3** Turn on the PC.
- 4** Turn on the speaker system.

Connect speaker plugs for:			To PC connector	Connector icon
2 Speaker Mode	4/4.1 Speaker Mode	6/5.1 Speaker Mode		
Front speakers	Front speakers	Front speakers	Audio Out (lime-green)	 OUT
Not used for speakers	Rear speakers	Rear speakers	Audio In (blue)	 IN
Not used for speakers	Not used for speakers	Center/subwoofer speakers	Mic-1 (pink)	

Configure the audio output for the multi-channel speaker system by performing the following procedure.

configuring the multi-channel sound manager

- 1 Click **Start** on the taskbar.
- 2 Choose **All Programs**.
- 3 Choose **Music**.
- 4 Click **Multi-channel Sound Manager** and then click **Multi-channel Sound Manager** again. The Audio Configuration window opens.

NOTE: If you do not see the Speaker Configuration tab, your PC does not have the multi-channel capability. However, it still has two-channel (stereo) output.

- 5 Click the **Speaker Configuration** tab.
- 6 Select the option describing the number of speakers in your system, for example, **6/5.1 speaker mode**. You can click the **Speaker Test** tab and then click a speaker icon to test it.
- 7 Click **OK**.

configuring multi-channel audio output for the dvd player

The InterVideo WinDVD™ program (select models only) is set up for two-speaker (stereo) output. To hear all speakers from DVD movies recorded with multi-channel audio, change the audio properties for WinDVD to match your speaker configuration (if your InterVideo WinDVD program supports more than two channels):

- 1 Insert a DVD, or start InterVideo WinDVD Player (see “playing dvd movies with the intervideo windvd player” on page 57).
- 2 Right-click anywhere in the WinDVD video window, and then click **Setup**.

- 3 Click the **Audio** tab.
- 4 Click the option for the number of speakers to match your multi-channel speaker system, and then click **Apply**.

NOTE: To test the speakers (multi-channel speakers only), click the **Test** button. The WinDVD control panel shows the speaker number being used. Click **Stop**.

- 5 Click **OK**.

NOTE: If you want to play a stereo DVD, change the audio properties of WinDVD to match the recorded DVD audio output.

using a microphone

Your PC comes with one microphone connector in the back of the PC. Some models have a second microphone connector in the front of the PC. Only one microphone connector works at a time, and the back connector is ready to use unless you have the multi-channel audio speakers option. For PCs with the multi-channel audio speakers option, the microphone connector in the front of the PC, if present, is ready to use. See “using the microphone with multi-channel audio” on page 49.

To use a microphone connected to the front of your PC (select models only), select the working microphone.

NOTE: If you connect your microphone to the back of your PC, you do not need to perform this procedure.

- 1 Double-click the **Volume** icon on the taskbar. The Volume Control settings window opens.


NOTE: If you do not see this Volume icon, click **Start**, click **Control Panel**, click **Sounds, Speech, and Audio Devices**, if it is present, and then double-click **Sounds and Audio Devices** to open the Sounds and Audio Devices Properties window. On the Volume tab, place a check in the *Place volume icon in the taskbar* check box. Click **Apply**, and then click **OK**. The Volume icon appears in the taskbar.

- 2 Select **Options** and click **Properties**.
- 3 In *Adjust volume for*, click **Recording**.
- 4 In *Show the following volume controls*, place a check in the **Microphone** check box.
- 5 Click **OK**.
- 6 Click the **Advanced** button in the Microphone column. If you do not see the Advanced button, select **Options** from the *Recording Control* window, and then click **Advanced Controls**.

- 7** Place a check in the **Alternate Microphone** check box. (This box may be labeled *Mic2 Select* or *1 Mic Boost*.)
- 8** Click **Close**.
- 9** Click **X (Close)** on the upper-right corner of the Recording Control window.

adjusting microphone volume

If you need to adjust the volume of the microphone, follow the procedure below:

- 1** Double-click the **Volume** icon on the taskbar. The Volume Control window opens. 
- 2** Select **Options** and click **Properties**.
- 3** In *Adjust volume for*, click **Recording**.
- 4** In *Show the following volume controls*, place a check in the **Microphone** check box.
- 5** Click **OK**.
- 6** Adjust the volume for Microphone Balance. If the volume is now acceptable, proceed directly to step 10.

NOTE: If you do not see the **Advanced** button, select **Options** from the *Recording Control* window, and then click **Advanced Controls**.

- 7** To make finer adjustments to the sound, click the **Advanced** button, and then select the (Microphone) **1 Mic Boost** check box.
- 8** Click **Close**.
- 9** Repeat step 6, if needed.
- 10** Click **X (Close)** on the upper-right corner of the Volume Control window.

using the microphone with multi-channel audio

The multi-channel speaker system (select models only) connects to the PC using the Microphone, Audio (Line) In, and Audio (Line) Out connectors on the back of the PC. Your PC may have a second microphone on the front of the PC. If present, this microphone is ready to use and does not affect the use of the multi-channel audio speaker system.

To use the microphone connector on the back of the PC with a multi-channel audio speaker system, you must disconnect the cables for the multi-channel speakers and change the audio configuration to a 2-channel audio system. Refer to “configuring the multi-channel sound manager” on page 47 to set the audio configuration.

working with digital images

You can connect a digital image source, such as a digital camera or a digital video camera, directly to the PC or through a docking station. Digital picture files you copy or download from the device appear in the My Pictures folder. You can copy digital picture files from the memory cards used by digital cameras and other digital imaging devices by using the 7-In-1 memory card reader (select models only). Refer to “about the 7-in-1 memory card reader” on page 50.

about the 7-in-1 memory card reader

Digital cameras and other digital imaging devices use memory cards, or *media*, to store digital picture files. The optional 7-In-1 memory card reader (select models only) can read and can write to six types of memory cards and the IBM Microdrive disk drive.

The card reader is accessible on the front of the PC. It has four horizontal card slots which accept the memory cards and the microdrive disk drive.

Card	4-slot Reader
CompactFlash™ type I media	Lower left slot
CompactFlash type II media	Lower left slot
IBM Microdrive disk drive	Lower left slot
Secure Digital (SD) Memory Card	Upper right slot
MultiMediaCard (MMC)	Upper right slot
Memory Stick® (MS) Memory Card	Lower right slot
SmartMedia™ (SM) Memory Card	Upper left slot

You can place media in one or more of the card slots and use each media independently. Place only one piece of media in a slot at one time.

Each card slot has its own drive letter and icon. When you insert media, the display label may change to the title of the media, if the title is present.

special note about the safely remove hardware utility



CAUTION: Do not click *Stop* in the Safely Remove Hardware window with the USB Mass Storage Device selected. Doing so removes the operating system recognition of the 7-In-1 memory card reader from your PC; you must restart the PC to see your memory card reader again.

If you open the Safely Remove Hardware window by mistake, click **Close**.

using the 7-in-1 memory card reader

NOTE: CompactFlash and Microdrive are keyed and cannot be inserted incorrectly. Insert the receptacle edge (holes) of this media into the slot.

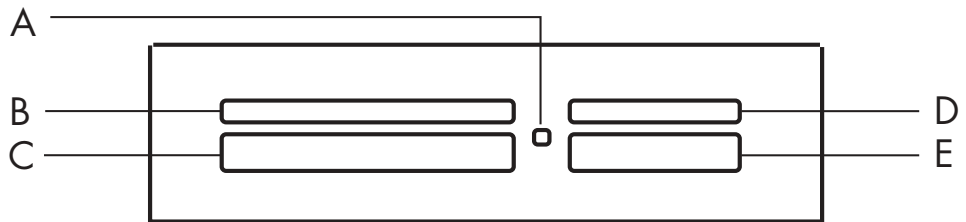
- 1** Insert the media into the card slot until it stops. The in-use light (A) on the card reader lights, and the PC automatically detects the media.
- 2** The PC opens a window so you can use the media contents. You can copy files from or to the media.
- 3** When you are done, right-click the drive icon, select **Eject**, check that the in-use light is on but not blinking, and then remove the media. A steady light indicates that the PC is not reading or writing the media.



WARNING: Do not try to remove media when the In-use light is blinking. Doing so may cause loss of data.

4-slot memory card reader

- A** In-use light
- B** Upper left slot
- C** Lower left slot
- D** Upper right slot
- E** Lower right slot



Card	Insert	Into 4-slot reader
CompactFlash type I media	Receptacle edge (holes)	C (lower left)
CompactFlash type II media	Receptacle edge (holes)	C (lower left)
IBM Microdrive disk drive	Receptacle edge (holes)	C (lower left)
Secure Digital (SD) Memory Card	Facing up	D (upper right)
MultiMediaCard (MMC)	Facing up	D (upper right)
Memory Stick (MS) Memory Card	Facing up	E (lower right)
SmartMedia (SM) Memory Card	Facing up	B (upper left)

using your cd, dvd, and diskette drives

your drive options

Your PC has one or more of the following drives:

Drive	What it does
CD-ROM	Reads audio and data CD discs.
CD-RW or "cd writer"	Reads and records (burns) audio and data CD discs.
DVD-ROM	Reads audio and data CD and DVD discs.
DVD+RW/+R or "dvd writer"	Reads and records (burns) audio and data CD and DVD discs.
Combination Drive or Combo drive	Combines the functions of two drives into one. There are two versions: <ul style="list-style-type: none">• A DVD Writer drive and a CD-RW drive. <i>Or</i> <ul style="list-style-type: none">• A DVD-ROM drive and a CD-RW drive.
Diskette (floppy)	Reads and writes to a 3.5" diskette (floppy disk).

handling cds/dvds

To avoid damaging a disc, follow these guidelines:

- Return the disc to the case when you are finished using it.
- Handle the disc by its outside edges or center hole only.
- Do not touch the unlabeled side of a disc or place the unlabeled side down on your desk. Doing so could scratch the surface of the disc.
- Store discs at room temperature.

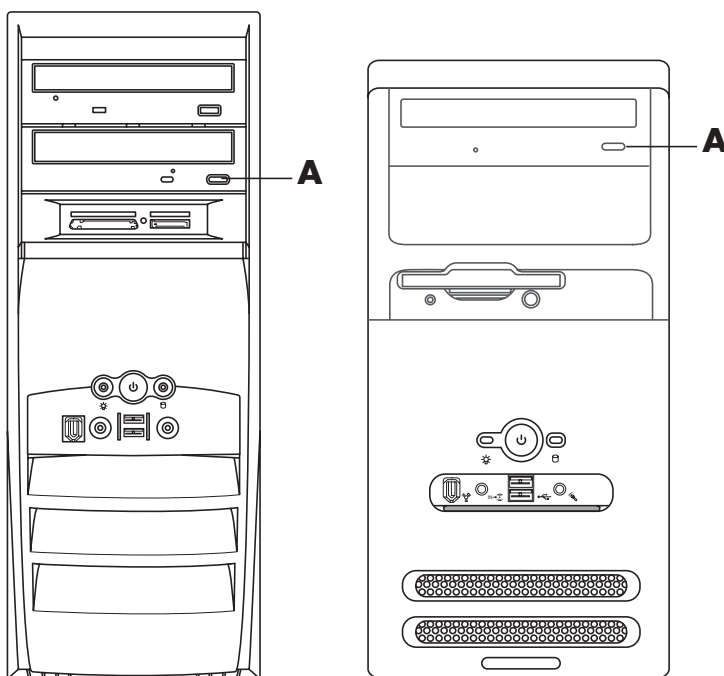
inserting and removing cds and dvds



CAUTION: Use only standard shaped discs in your drives. Using non-standard discs, such as heart-shaped discs or business card discs, may damage your drive.

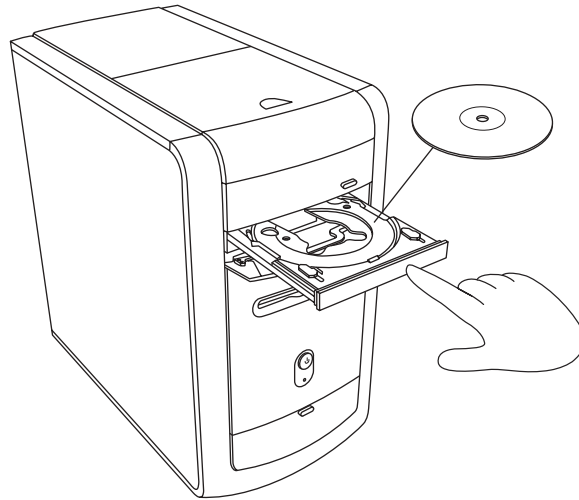
To insert a CD or DVD:

- 1 With your PC turned on, press the Eject button (A) near the drive to open the disc tray.



- 2 Remove the CD/DVD from its case, holding the disc edges only.
- 3 Gently place the disc in the tray with the label facing up.

NOTE: On a double-sided DVD, read the text around the inner hole of the disc to determine which side (A versus B or Standard versus Widescreen) to play. Place the disc in the tray with the label facing up for the side you want to play.



4 Close the disc tray by:

- Gently pushing the tray into the PC.

Or

- Clicking the close/open button on the control panel for the program (such as MusicMatch Jukebox or Windows Media Player) that controls the drive.

Or

- Pressing the media control open/close button or Eject button on the keyboard (select models only).

Or

- Pressing the Eject button on the drive, if it is accessible.

To remove a CD or DVD:

- 1** With the PC turned on, open the disc tray by pressing the Eject button.

NOTE: You cannot eject the disc tray when the PC is off.

- 2** Holding on to the disc edges or center hole only, lift the CD or DVD out of the tray.

- 3** Place the disc in its case.

- 4** Close the disc tray by gently pushing the tray into the PC.

using the combo drive

The combination drive is available on select models only. It combines the functions of two drives into one: Either a DVD+RW/+R drive (dvd writer) and a CD-RW drive, or a DVD-ROM drive and a CD-RW drive.

using the diskette (floppy) drive

The diskette (floppy) drive is available on select model PCs. If your PC does not already have a diskette drive, you cannot add one to the PC chassis as an internal drive. Instead, purchase an external USB diskette drive or other external storage device to suit your needs.

If your PC has a diskette (floppy) drive (select models only), you can use a 3.5" diskette (floppy disk) to store files:

- 1** Insert the diskette with the round metal disk facing down and the arrow on the top pointing into the drive.
- 2** Gently push the diskette into the drive until it locks in place.
- 3** You can copy files from or to the diskette. Refer to the Windows Explorer section of Windows Help for instructions on copying files to and from a diskette.
- 4** When you are ready to remove the diskette, check that the light on the drive is off. This indicates that the PC is not writing to the diskette.
- 5** Press the Eject button on the PC to remove the diskette. Remove the diskette from the drive prior to turning off the PC.



CAUTION: Removing a diskette when the drive is reading from or writing to the diskette can damage the diskette or the information stored on it.

playing cds and dvds

Your PC includes software that lets you:

- Play music CDs by using either MusicMatch Jukebox (select models) on page 55 or Windows Media Player on page 56.
- Play DVDs by using either Windows Media Player on page 56 or InterVideo WinDVD Player (select models) on page 57.

playing music cds with musicmatch jukebox

MusicMatch Jukebox lets you:

- Play music CDs.
- Record digital music files to your hard disk drive.
- Create music CDs by using your CD-RW drive.
- Organize your digital music into libraries.
- Listen to music over the Internet.

If you are connected to the Internet when playing a music CD, MusicMatch Jukebox searches a CD database on the Internet, displays the song titles in the Playlist area, and then begins playing the CD. The next time you play this CD, you don't need to be connected to the Internet — MusicMatch Jukebox displays the song titles from memory.

To play a music CD:

1 Insert the music CD into the drive.

- The MusicMatch Jukebox window opens. If the Audio CD wizard window opens, select **MusicMatch Jukebox** from the list. You may have to scroll down in the window to see MusicMatch.

Or

- If the MusicMatch window does not automatically open, click **Start** on the taskbar, choose **All Programs**, choose **Music**, choose **MusicMatch** and then click **MusicMatch Jukebox**.

2 To control the CD in the drive, click the **CD** tab at the top of the MusicMatch Jukebox window. To play a particular song, double-click its song title (or track number) in the Playlist. You can also control the CD by using the keyboard media control buttons (select models only).

For more information on this software, click the **Help** menu in the MusicMatch Jukebox menu bar.

playing cds and dvds with windows media player

You can play audio CDs or movie DVDs using this software. Your PC must have a DVD drive to play DVD movies. You can use Windows Media Player to:

- Record digital music files to your hard disk drive.
- Create music CDs by using your CD-RW drive (select models) or DVD+RW/+R drive (select models).
- Organize your digital music into libraries.
- Listen to music or view a music video over the Internet.
- Play DVD movies (if your PC has a DVD drive).

To play a music CD:

1 Insert the music CD into the drive.

- The Windows Media Player window opens. If the Audio CD wizard window opens, select **Windows Media Player** from the list. You may have to scroll down in the window to see Windows Media Player.

Or

- If the Windows Media Player window does not automatically open, click **Start** on the taskbar, choose **All Programs**, and then click **Windows Media Player**.

dvd terms

Title: Each DVD can hold one or more *titles*. Most full-length movies have only one title on the DVD, but some DVDs include several short movies, with each movie being a separate title.

Chapter: Each title is divided into multiple *chapters*. A chapter is a particular segment or scene in the movie. When watching a DVD movie, you have the ability to jump to the next chapter, the previous chapter, or to a specific chapter.

Frame: A single image in a movie is called a *frame*.

- 2** To play the CD, click the buttons in the Windows Media Player window. To play a particular song, double-click its song title (or track number) in the Playlist. You can also control the CD by using the media control buttons on the keyboard (select models).
- 3** When you click the **Media Guide** or the **Radio Tuner** features, Windows Media Player connects to the Internet and obtains information about the CD selections or streaming radio stations.

For more information on this software, refer to the online Help within the Windows Media Player: Click the **Help** menu in the Windows Media Player menu bar. If necessary, first display the menu bar by clicking the up-arrow icon in the upper left corner of the Windows Media Player window.

playing dvd movies with the intervideo windvd player

The InterVideo WinDVD Player program uses a DVD drive (select models only) to run software from CDs or DVDs, play music CDs, and play DVD movies.

You can also use Windows Media Player and a DVD drive to play DVD movies; refer to “playing cds and dvds with windows media player” on page 56.

NOTE: Most DVD movies are localized to geographical countries/regions. For information about this, see “using country/region codes” on page 59.

To start InterVideo WinDVD Player:

- 1** Insert the disc into the DVD drive.

NOTE: On a double-sided DVD, read the text around the inner hole of the disc to determine which side (A versus B or Standard versus Widescreen) to play. Place the disc in the tray with the label facing up for the side you want to play.

- 2** Close the disc tray by gently pushing the tray into the PC.

The movie plays in its own resizable video window, and the WinDVD control panel appears.

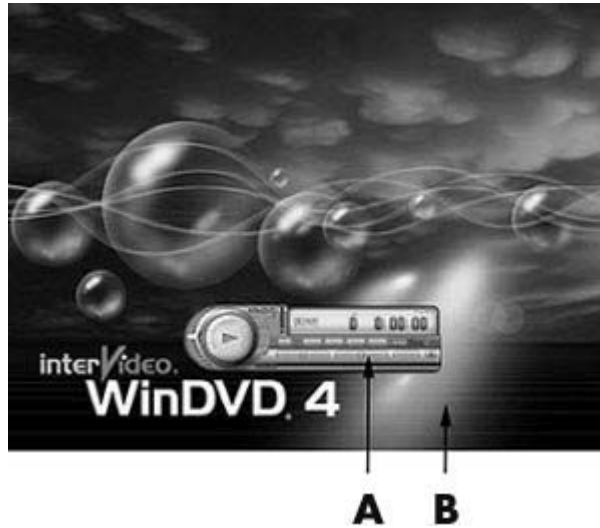
Or

If the program does not automatically open:

- 1** Click **Start**.
- 2** Choose **All Programs**.
- 3** Choose **Video**.
- 4** Choose **InterVideo WinDVD Player**.

- A** Control Panel
- B** Video window

5 Click **InterVideo WinDVD 4**.



You may want to start WinDVD and adjust the settings before inserting the disc and starting the movie. To start WinDVD without a disc in the drive:

- 1** Click **Start** on the taskbar.
- 2** Choose **All Programs**.
- 3** Choose **Video**.
- 4** Click **InterVideo WinDVD Player**.
- 5** Click **InterVideo WinDVD 4**.

The WinDVD video window and control panel opens.

NOTE: If you are playing a movie full screen and the WinDVD control panel is hidden, you can redisplay it by clicking anywhere in the video window.



To use the WinDVD control panel:

- To see what a button does on the control panel, place the mouse pointer on the button; the button title appears onscreen.
- To move the WinDVD control panel, place the mouse pointer on the panel (but not on a button), and drag it to the desired location on the screen.

- To resize the video window when it is not full screen, place the mouse pointer on a window corner and drag the border.

Or

Click the **Full Screen** button in the upper-right corner of the WinDVD control panel.



- For information on the InterVideo WinDVD software, refer to the online Help within the program by clicking the ? (question mark) icon in the WinDVD control panel.

using country/region codes

Most DVD discs have country/region codes embedded in the disc data that limit where the DVD movie can be played.

The country/region number is usually placed over a world globe printed on the DVD packaging and disc. DVDs without country/region codes will play on any player or drive in any country/region.



WARNING: You can change countries/regions only five times before the country/region code locks and becomes permanent. Once the code locks, you can play DVDs from that country/region only. If the country/region code locks, and you need help, contact Support.

The six major DVD countries/regions are:

- Country/Region 1: North America
- Country/Region 2: Japan, Europe, Middle East, South Africa
- Country/Region 3: Southeast Asia
- Country/Region 4: Australia, New Zealand, Mexico, Central and South America
- Country/Region 5: Northwest Asia, North Africa
- Country/Region 6: China

WinDVD is not pre-set to a particular country/region — the country/region code of the first DVD movie you play determines your DVD country/region.

For example, if you play a DVD with a country/region 1 code, WinDVD sets the current country/region of your DVD player to 1. If you later play a DVD that is coded for a different country/region, WinDVD asks if you want to set this as the current country/region.

creating (burning) cds with recordnow!

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

If your PC has a CD-RW or DVD Writer (select models only), your PC has recording software and you can make your own music or data CDs.

Use a CD-R disc if you are going to play the disc in a CD player, CD-ROM, CD-RW, DVD-ROM, or DVD+RW/+R drive. CD-R discs are compatible with more players than CD-RW discs are.

NOTE: For more information about recording CDs, refer to the Help menu in the RecordNow! software program.

getting started with recordnow!

NOTE: The CD-RW or DVD Writer drive is available on select models only.

- 1 Click **Start** on the taskbar.
 - 2 Choose **All Programs**.
 - 3 Choose **CD(DVD) Recorder**.
 - 4 Click **RecordNow!**, and then click **RecordNow!** again.
-

NOTE: Previously recorded files on CD-RW discs must be erased before recording music files. CD-R discs cannot be erased.

- 5 If you need to erase a disc (CD-RW, DVD+RW, DVD+R): Insert the disc, click the **Data Projects** tab at the top of the RecordNow! window, and then click **Erase Disc** to remove previously recorded files from the disc.

Continue by following the steps under “creating a music cd” on page 60, or “creating a data cd” on page 61.

creating a music cd

RecordNow! creates *closed session* music CDs, which means you must record all music files on one CD in one recording session. Music files can be recorded repeatedly on a rewriteable CD-RW disc, but all previously recorded files must be erased first. CD-R discs cannot be erased. See “getting started with recordnow!” on page 60.

NOTE: CD-R discs play in most home and car stereos. CD-RW discs play only in some stereos.

To record a CD-R or CD-RW disc:

- 1 Open RecordNow!, and if necessary erase the CD-RW disc; see “getting started with recordnow!” on page 60.
- 2 Click the **Audio Projects** tab at the top of the RecordNow! window.
- 3 Click a project option:
 - **Audio CD for Car or Home CD Player**
 - **Exact Copy**
 - **Jukebox CD**
- 4 Follow the onscreen instructions to finish recording your disc.

creating a data cd

Use RecordNow! to copy a data disc or to copy personal data files from your hard disk drive. Insert a blank or an appendable disc to copy to.

To create a data CD:

- 1** Open RecordNow!, and if necessary erase all files from the disc; see “getting started with recordnow!” on page 60.
- 2** Click the **Data Projects** tab at the top of the RecordNow! window.
- 3** Select a project option:
 - **Data Disc**
 - **Exact Copy**
 - **Erase Disc**
- 4** Follow the onscreen instructions to finish.

You can add new data files to a CD-R or CD-RW disc in a later recording session if disc space is available. You can also update previously recorded files that have the same name as your new data files on your CD-RW disc.

creating (burning) music cds with windows media player

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

Your PC has recording software called Windows Media Player. You copy or download music to the Windows Media Player Media Library and can then organize or copy the music files. You can copy Window Media files that have a .wma extension, .mp3 files, or .wav files to a CD by using a CD-RW drive or a DVD Writer drive. You can also use Windows Media Player to copy music files to a portable device or memory card.

Use a CD-R disc if you are going to play the disc in a CD player, CD-ROM, CD-RW, DVD-ROM, or DVD+RW/+R drive. CD-R discs are compatible with more players than CD-RW discs are.

To create a music CD using Windows Media Player:

- 1** Click **Start** on the taskbar, choose **All Programs**, and then click **Windows Media Player**.
- 2** Click **Copy to CD or Device**.
- 3** Follow the onscreen instructions to select the music files and the CD or device.

For more information on this software, refer to the online Help within the Windows Media Player: Click the **Help** menu in the Windows Media Player menu bar. If necessary, first display the menu bar by clicking the up-arrow icon in the upper left corner of the Windows Media Player window.

creating (burning) data cds using windows xp program

Your PC has recording software to record data files, such as text files or digital pictures, onto CDs.

- 1** Click **Start** on the taskbar and choose **My Documents** or the folder that has the files you want to copy.
- 2** Select the file or files you want to copy.
- 3** Click **Copy to CD** in the *Tasks* list.
- 4** Click **My Computer** in the *Other Places* list and then double-click the disc drive you want to use.
- 5** Insert a blank disc into the drive.
- 6** Click **Write these files to CD** in the *CD Writing Tasks* list. The CD Writing Wizard window appears.
- 7** Click **Next**.
- 8** Click **Finish**.

creating (burning) dvds using the dvd writer drive

The DVD Writer drive (select models only) plays movie DVDs and music CDs, reads data CDs and DVDs, and records (burns) files to DVD+RW, DVD+R, CD-R, and CD-RW discs.

NOTE: There are two types of DVD discs: DVD+RW/+R and DVD-R/-RW. DVD-R and DVD-RW discs do not work in the DVD Writer drive.

For steps to view a movie, see “playing dvd movies with the intervideo windvd player” on page 57.

The guide for this drive is printed and included in the PC box (select models).

using a tv as a monitor

Your PC may have TV-out (select models only) capability, which means you can connect it to a television to view the computer image on a TV screen. With the TV-out feature, you can view the computer image, watch DVD movies (if you have a DVD player), or play games on your TV.

cables you may need

To connect a TV to the PC, you may need a video cable and an audio cable (not provided, purchase separately). The type of video cable you need depends on your TV:

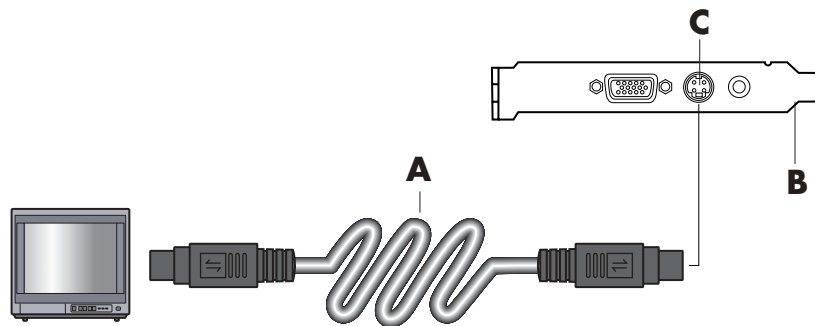
- If your TV has an S-video jack, you need an S-video cable.
- If your TV has a composite video jack, you need a composite video cable and, depending on the jacks on the back of your PC, you may also need an S-video adapter cable.

connecting to a tv set

To use your TV as a PC screen:

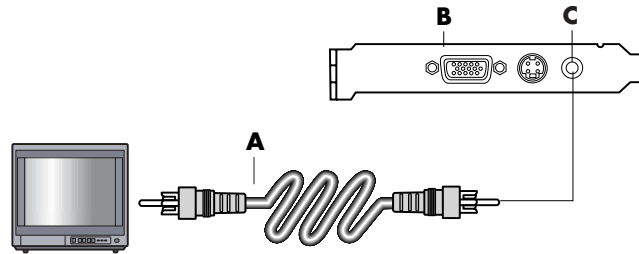
- 1** Turn off the PC.
- 2** Connect the TV cable using one of the following arrangements, depending on the connection jacks on your TV:
 - If your TV has an S-video jack, connect an S-video cable from the S-video In jack on the TV to the S-video jack on the back of the PC.

- A** S-video cable
- B** Back of PC
- C** S-video jack



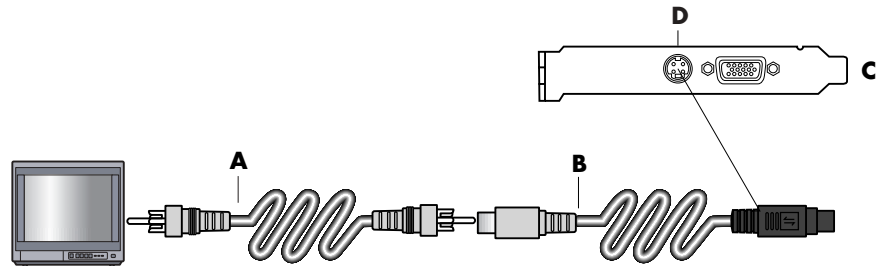
- A** Composite video cable
- B** Back of PC
- C** Composite video jack

- If your TV has a composite video jack and your PC has a composite video jack, connect a composite video cable to the Video In jack on the TV to the composite video jack on the back of the PC.



- A** Composite video cable
- B** S-video adapter cable
- C** Back of PC
- D** S-video jack

- If your TV has a composite video jack and your PC has only an S-video jack, connect a composite video cable to the Video In jack on the TV and to an S-video adapter cable. Connect the S-video adapter cable to the S-video jack on the back of the PC.



NOTE: The S-video adapter cable is only needed if there is no composite video jack on the back of the PC.

- 3** To have sound come from your TV instead of from your PC, plug an audio cable into the Audio input jack (Line In) on the TV and plug the other end of the audio cable into the Audio Out jack (green connector) on the back of the PC.

viewing the pc image on your tv screen

NOTE: The type of video card on your PC determines how the PC selects the TV-out option. Some options and menus in this procedure may be different for your PC.

- 1** Make sure the video and audio cables are connected before you turn on the TV and the PC.
 - 2** Turn on the TV. Press the Video/TV button on your remote control to select the Video setting, not the TV setting.
 - 3** Turn on your PC.
 - 4** When the Windows desktop appears, right-click an empty area of the desktop and choose **Properties**.
 - 5** Click the **Settings** tab.
 - 6** Click the **Advanced** button.
 - 7** Click the **nView** tab, if available, and in the area *nView Display Mode* select **Clone** to view the computer image on your PC monitor and your TV simultaneously.
-

NOTE: You can view the PC image on just the TV. In the area *nView Display Mode*, select **Standard [Dualview]**, click the **Device Settings** button, choose **Select Output Device**, and then select the **TV** option.

- 8** Click the **OK** button, and then click **OK** again.
 - 9** When the PC image appears on the TV screen, click **Yes** to keep the setting. You have 15 seconds to accept this new setting before it reverts to the previous setting.
-

NOTE: Some PC models can connect more than one display device (CRT monitor, flat panel monitor, TV, etc.) to the PC. You can quickly change where the PC desktop appears by pressing Alt+F5. (Press the Alt key and the F5 key on the keyboard at the same time.) Each time you press the Alt+F5 key combination, the PC desktop appears on the next device. If Alt+F5 does not work, restart the PC and try again.

disabling the tv option

When you want to disconnect the TV from your PC, you may need to disable the TV option to return your PC display to its original resolution.

- 1 Right-click an empty area of the screen, and chose **Properties**.
- 2 Click the **Settings** tab.
- 3 Click the **Advanced** button.
- 4 Click the **nView** tab, click the *nView Display Mode* in the list on the left, and then select the **Standard [Dualview]** option.



CAUTION: If you viewed the PC image on just the TV, do the following: With *Standard [Dualview]* selected in the area *nView Display Mode*, click the *Device Settings* button, choose *Select Output Device*, and then select the *Analog Display* option.

- 5 Click the **OK** button, and then click **OK** again.
- 6 When the PC image appears on the monitor screen, click **Yes** to keep the setting. You have 15 seconds to accept this new setting before it reverts to the previous setting.

disconnecting the tv

- 1 Disable the TV option. See the previous procedure.
- 2 Turn off the TV and the PC.
- 3 Remove the video cable from the TV and the PC.
- 4 Remove the audio cable from the TV and the PC.
- 5 Reconnect your PC speaker cable to the Line Out jack (lime green connector) on the back of the computer.

taking care of your pc

protecting your pc from power surges

Power surges, for example voltage spikes, power outages, or brownouts may cause software problems.

Symptoms of voltage spikes include a flickering video display, unexpected PC startups, and the PC not responding to your commands. A voltage spike can occasionally corrupt or destroy files. Because of this, you should:

- Consistently make backup copies of your data files.

And

- Prevent damage from voltage spikes by installing a PC surge suppressor between the electrical outlet and the PC power cord.

using virus protection programs

Compaq provides a virus-scanning software program to help protect your PC (select models only).

A PC virus can destroy information on the hard disk drive. You can get a virus from infected files that you open from:

- An e-mail message or attachment.
- A file downloaded from the Internet.
- A diskette (floppy disk).
- A CD or DVD disc.

Some viruses affect your PC immediately, while others may activate only if you open a certain file or do not delete the file before a certain date. New types of viruses are invented all the time.

The virus-scanning software program on your PC has pre-set options that make your PC safe. After you enable the virus-scanning program, it checks your PC files for viruses.

The virus-scanning program manufacturer provides free virus scan updates through your Internet connection for an initial period after your PC purchase. You can purchase a subscription service for updates after the initial free period expires.

You should take the following precautions to protect your PC:

- Do not open unsolicited e-mail from unknown sources.
- Download files only from sources you feel are safe.
- Always scan documents for viruses before opening them.
- Make sure you have the latest version of your virus-scanning software.

If a software program or your operating system becomes damaged, reinstall the software. Refer to “using application recovery and system recovery” on page 81 for details.

increasing available hard disk drive space

Your PC comes with a hard disk drive. Depending on your model, the hard disk drive has from 40 gigabytes (GB) to more than 250 GB of total disk space.

Your PC comes with preloaded software programs and a partition within the hard disk drive that takes up a certain amount of space on the hard disk drive. Refer to “using the recovery tools cd” on page 86 for information on how to make this disk space available.

unavailable hard disk drive space

Preloaded software programs and a partition within the hard disk drive take up a certain amount of space on your hard disk drive.

NOTE: The system recovery image is in a partitioned area of the hard disk drive; this disk space is usually not available for your use.

The partition:

- Houses a backup version of the operating system and the programs included with the PC.
- Takes up about 5 GB of hard disk drive space, reducing the total amount of space available for your use.
- Can be removed using the Recovery Tools CD (see “using the recovery tools cd” on page 86).

Use the following procedures to:

- View the amount of used and free disk space by using the System Tools Disk Management.
- Uninstall unneeded programs.
- Use the Disk Cleanup utility.

viewing the amount of used and free disk space

- 1 Click **Start** on the taskbar.
- 2 Click **Control Panel**.
- 3 Click **Performance and Maintenance**, if it is present.
- 4 Double-click **Administrative Tools**.
- 5 Double-click **Computer Management**. The Computer Management window opens.
- 6 Double-click **Storage**.
- 7 Double-click **Disk Management (Local)**.

Information displays for each drive on your PC. You may need to scroll the window to the right to see the capacity and free space sizes.

emptying the recycle bin

When you delete a file from the hard disk drive, it goes to the Recycle Bin. You can retrieve files from the Recycle Bin until you empty it. When you empty the Recycle Bin, the files are permanently deleted.

- 1 Double-click the **Recycle Bin** icon on your Windows desktop.
- 2 On the File menu, click **Empty the Recycle Bin** to delete all files.
- 3 Click **Yes** to confirm the deletion.

uninstalling programs



CAUTION: Do not uninstall an unfamiliar program. If you need it, you may not be able to recover it using Application Recovery.

- 1 Click **Start**.
- 2 Click **Control Panel**.
- 3 Double-click **Add or Remove Programs**, if it is present.
- 4 Click the **Change or Remove Programs** icon on the left of the screen, if it is not already selected.
- 5 Select the program to uninstall.
- 6 Click the **Change/Remove** button, and then follow the onscreen instructions.

removing desktop icons

You can remove most desktop icons by either deleting them or moving them to an unused icons folder.



CAUTION: Do not delete unfamiliar desktop icons. Instead, follow the steps to move unfamiliar desktop icons to the Unused Desktop Shortcuts folder.

Delete a desktop icon by right-clicking the icon and then selecting **Delete**.

To move a desktop icon to the Unused Desktop Shortcuts folder:

- 1** Click **Start**.
- 2** Click **Control Panel**.
- 3** Click **Appearance and Themes**, if it is present.
- 4** Double-click **Display**.
- 5** On the Desktop tab, click **Customize Desktop**.
- 6** Under Desktop cleanup, click **Clean Desktop Now**.
- 7** Follow the onscreen instructions.

Retrieve a desktop icon by opening the Unused Desktop Shortcuts folder on your desktop and dragging the icon onto the desktop.

cleaning up your hard disk drive

As you use your PC and store files, the hard disk drive fills up and becomes cluttered, affecting performance. To manage this, delete files you are not using.

- 1** Close all open programs.
- 2** Click **Start** on the taskbar.
- 3** Click **My Computer**.
- 4** Right-click the hard disk drive you want to clean, and click **Properties**.
- 5** On the General tab, click **Disk Cleanup**.
- 6** Wait for the calculations to complete.



CAUTION: Do not delete unfamiliar files. If in doubt, do not delete.

- 7** Select the types of files you want to delete, click **OK**, and then click **Yes**.
- 8** Click **OK** to close the window.

troubleshooting

Symptom describes the sign or warning message for the type of problem.

Problem identifies one or more reasons why the symptom may have occurred.

Solution describes what you should do to try to solve the problem.

For help on general and miscellaneous problems you may be experiencing with your PC, refer to the following pages for possible solutions. For more detailed information, press the Help button on your keyboard, or click **Start** on the taskbar and select **Help and Support**.

To find help for problems with your PC, see the table in this section that describes the symptom, problem, and solution for your situation. Look up the description of the symptom or problem, and try the solution listed. The tables appear in this order:

- Audio
- CD-ROM, CD-RW, DVD-ROM, or DVD Writer Drive
- Diskette (Floppy) Drive
- Display (Monitor)
- Hard Disk Drive
- Hardware Installation
- Internet Access
- Keyboard and Mouse
- Memory
- Power
- Miscellaneous

Some of the symptoms listed may not apply to your PC. For problems relating specifically to the monitor or printer, refer to the equipment documentation.

audio

Symptom	Problem	Solution
No sound is produced.	Volume is muted.	Press the Mute button on the keyboard to see if the mute feature is turned on. <i>Or</i> 1 Click Start , and then click Control Panel . 2 Click Sounds, Speech, and Audio Devices , if it is present, and then double-click Sounds and Audio Devices . 3 Click the Mute check box to remove the check mark from the box.
	Volume is turned down.	Use the keyboard controls to increase the volume.
	Speakers are turned off.	Check whether speakers are turned on.
	Speaker cables are not properly connected.	Turn off your PC, and reconnect the speakers.
	PC is in standby mode.	Press the Standby button (select models only) or press the Esc key on the keyboard to resume from standby mode.
	A passive speaker system is being used.	Replace the speaker system with an active speaker system. Active speakers have a power cord and On button, and connect to the Audio Out (green) connector on the PC.
	Headphones are plugged in.	Unplug the headphones.

cd-rom, cd-rw, dvd-rom, or dvd writer drive

Symptom	Problem	Solution
CD-ROM, CD-RW, DVD-ROM, or DVD+RW/+R drive cannot read a disc or takes too long to start.	Disc is upside down in the drive tray.	Reinsert the disc with the label facing up.
	DVD drive takes longer to start because it has to determine media type being played.	Wait at least 30 seconds to let the DVD drive determine the type of media. If it still does not start, read the other solutions listed in this topic.
	Disc is dirty.	Clean the disc with a CD cleaning kit, available from most PC stores.
	Windows does not detect CD-ROM or DVD-ROM driver.	Driver program may be corrupted. Force the software to reinstall it by doing the following: 1 Click Start , and then click Control Panel . 2 Click Performance and Maintenance , if it is present, and then double-click System . 3 Click the Hardware tab, and then click the Device Manager button. 4 Click the plus sign (+) next to the DVD/CD-ROM drives, and select the problem drive. 5 Click the Action menu item, and select Uninstall . 6 Restart your PC: Click Start , click Turn Off Computer , and then click Restart .

cd-rom, cd-rw, dvd-rom, or dvd writer drive (continued)

Symptom	Problem	Solution
Recording audio CDs is difficult or impossible.	Wrong disc type or poor quality disc is being used.	Verify that you are using the correct disc type (media) for the drive. Try a different brand of disc.
Cannot remove a CD or DVD disc.	The PC is turned off.	Turn on your PC and press the Eject button to extend the tray.
Cannot create (burn) a CD.	Problem with disc.	<ul style="list-style-type: none"> • Make sure the disc is clean and undamaged. If recording stopped during a recording session, the disc may be damaged; use a different disc. • Use the correct type of disc for the type of files you are recording. When using a CD-R disc, make sure it is blank when recording music, and is blank or appendable (disc with space to add more data files) when recording data. • Make sure the label is face up and centered in the tray.
	Problem with drive.	<ul style="list-style-type: none"> • Make sure the disc is in the correct drive. • Make sure the recording disc tray is clean and undamaged. • Select a slower write speed for the recording drive. Refer to the Help menu in the RecordNow! recording program to choose the speed.
	Problem with PC operation.	<ul style="list-style-type: none"> • Close all software programs and windows before recording. • If you are on a network, copy the files from a network drive to your hard disk drive first, and then record them to disc. • Restart the PC and try again.

diskette (floppy) drive (select models only)

Symptom	Problem	Solution
PC is unable to read the diskette (floppy disk).	A non-formatted diskette has been inserted.	To format the diskette: <ol style="list-style-type: none"> 1 Click Start, and then click My Computer. 2 Right-click the 3½ Floppy (A:) icon. 3 Select Format. 4 Select the desired options, and click Start to begin formatting the diskette.
	Diskette is damaged.	Use a new diskette.
	Diskette drive has failed.	Press the Help ? button on the keyboard to open the Help & Support Center, or refer to the <i>Warranty & Support Guide</i> to contact Support for replacement details.
<i>Invalid system disk</i> message displays.	A diskette has been left in the drive during startup.	When drive activity stops, remove the diskette and press the Spacebar. The PC should start up.

diskette (floppy) drive (select models only) *(continued)*

Symptom	Problem	Solution
Diskette drive activity light stays on.	Diskette is improperly inserted.	Remove the diskette, and reinsert it: Insert the diskette with the round metal disk facing-down and the arrow on the top pointing into the drive, and then push the diskette in until it stops.
	Diskette drive is damaged.	Press the Help ? button on the keyboard to open the Help & Support Center, or refer to the <i>Warranty & Support Guide</i> to contact Support for replacement details.
Diskette drive cannot save (write) information to the diskette.	Diskette is full or the file is too big.	Use another diskette or compress the file to reduce its size.
	Diskette is write-protected.	Slide the write-protection tab to the unlocked position on the diskette.
	File Save command was not properly executed.	When saving information to the diskette drive, verify that you are using the correct drive letter.
	Diskette is damaged.	Replace the diskette.
	Diskette is not formatted.	To format the diskette: <ol style="list-style-type: none"> 1 Click Start, and then click My Computer. 2 Right-click the 3½ Floppy (A:) icon. 3 Select Format. 4 Select the desired options, and click Start to begin formatting the diskette.

NOTE: If you encounter display (monitor) problems, refer to the documentation that came with your monitor and to the common causes and solutions listed in this table.

display (monitor)

Symptom	Problem	Solution
Screen is blank, and monitor power light is not lit.	Monitor power cable is not connected to the monitor or to the wall outlet.	Reconnect the power plug on the back of the monitor and on the wall outlet.
	Monitor is off (not turned on).	Press the On button on the front of the monitor.
Screen is blank.	Screen saver is enabled.	Press any key or move the mouse to make the screen display visible again.
	PC is in standby mode.	Press the Standby button (select models only) or press the Esc key on the keyboard to resume from standby mode.
	PC is in hibernation mode or is off.	Press the On button to turn on the PC.
	Monitor connector cable is not properly connected to the back of the PC.	Inspect the monitor video connector for bent pins. If no pins are bent, reconnect the monitor connector cable on the back of the PC.
Images on the screen are too large or too small, or the images are fuzzy.	The screen resolution setting may not be set to your liking or may not be the best for your monitor.	Adjust the monitor resolution setting in Windows. See "adjusting the monitor" on page 30 for instructions. See your monitor documentation for the best resolution for your monitor.

hard disk drive

Symptom	Problem	Solution
PC seems to be locked up and not responding.	Program in use has stopped responding to commands.	Use the Windows Task Manager to close any programs not responding or to Restart the PC: 1 Press the Ctrl , Alt , and Del keys on the keyboard at the same time. 2 Select the program that is not responding, and click End Task . Or Click Shut Down and then click Restart . If this does not work, press the On button for 4 or more seconds to turn off the PC. Then, press the On button.
<i>Hard disk drive error message displays.</i>	Part of hard disk drive has failed or is about to fail.	Press the Help ? button on the keyboard to open the Help & Support Center, or refer to the <i>Warranty & Support Guide</i> to contact Support for replacement details.

hardware installation

Symptom	Problem	Solution
A new device is not recognized as part of the system.	Device driver is not installed.	Install the device driver from the CD or diskette provided with the device, or download and install the driver from the device manufacturer's Web site. You may need an updated driver for Windows XP. Contact the device vendor directly for an update. For HP peripherals, visit the HP Web site. Refer to the <i>Warranty & Support Guide</i> for details.
	Device connector is not seated or connected properly.	Ensure that the device is properly and securely connected and that the pins in the connector are not bent down.
	Cable(s) of new external device are loose, or power cables are unplugged.	Ensure that all cables are properly and securely connected and that the pins in the cable or connector are not bent.
	Power switch of new device is not turned on.	Turn off the PC, turn on the external device, and then turn on the PC to integrate the device with the PC system.
	When the system advised you of changes to the configuration, you did not accept them.	Restart the PC, and follow the instructions for accepting the changes.
	A Plug and Play card may not automatically configure when added if the default configuration conflicts with other devices.	Deselect the automatic settings in the operating system for the card, and choose a basic configuration that doesn't cause a resource conflict. You can also reconfigure or disable devices to resolve the resource conflict.
New device does not work.	Cannot install new device driver.	You must be logged in as the computer administrator to install or uninstall a device driver. To switch users, click Start , click Log Off , and then click Switch User ; choose the computer administrator user. (The computer administrator is usually the user <i>Owner</i> .)

hardware installation *(continued)*

Symptom	Problem	Solution
New or existing device does not work after installing a new device.	A hardware device conflict exists.	<p>To resolve a device conflict, you may need to disable one of the devices or uninstall an old device driver.</p> <ol style="list-style-type: none"> 1 Click Start and choose Control Panel. 2 Click Performance and Maintenance, if it is present. 3 Double-click the System icon and select the Hardware tab. 4 Click the Device Manager button. 5 Click the + (plus) symbol next to the problem device and check for exclamation points in a yellow circle near the device icon. The exclamation point means there is a device conflict or problem with the device. Exclamation points do not always appear when a device is not working properly. 6 If there is an old or unnecessary device driver listed in the Device Manager, this may be causing the device conflict. To uninstall the old driver for the new device driver to work properly, do the following: Right-click the device, click Uninstall, and then click OK. 7 Right-click the device and select Properties. 8 If available, click the Resources tab to verify that there is a device conflict. 9 Click the General tab to see if your device is enabled and working properly. If it is available, click the Troubleshoot button and follow the onscreen instructions in the device troubleshooter wizard. 10 Restart the PC. Click Start, click Turn Off Computer, and then click Restart.

internet access

Symptom	Problem	Solution
Cannot connect to the Internet.	Internet Service Provider (ISP) account is not set up properly.	Verify Internet settings, or contact your ISP for assistance.
	Modem is not set up properly.	Reconnect the modem, verifying connections; see page 7. Note that your PC may also have an Ethernet network interface (also called a network interface card, or NIC) that connects to a LAN (Local Area Network). Although it looks similar to the modem connector, the RJ-45 Ethernet network connector is not the same. Verify that you are using the modem connector. Do not connect a telephone cable to the NIC. Do not plug a network cable into a telephone service line; doing so may damage the NIC.
	Web browser is not set up properly.	Verify that the Web browser is installed and set up to work with your ISP.

internet access (continued)

Symptom	Problem	Solution
Cannot automatically start Internet programs.	You must log in to your ISP before some programs will start.	Log in to your ISP, and start the desired program.
Internet takes too long to download Web sites.	Modem is not set up properly.	Verify that the correct modem speed and COM port are selected: 1 Click Start , and then click Control Panel . 2 Click Printers and Other Hardware , if it is present. 3 Double-click Phone and Modem Options . 4 Select the Modems tab, and then click the Properties button. 5 In the <i>Device status</i> area, verify the modem is working properly. 6 In the <i>Device usage</i> area, verify the modem is enabled. 7 If there are further problems, click the Troubleshoot button and follow the onscreen instructions.
The AOL program comes up even it is not being used.	The PC is still trying to use AOL for Internet access.	You may want to remove the AOL program. To uninstall AOL: 1 Click Start on the taskbar. 2 Click Control Panel . 3 Double-click Add or Remove Programs . 4 Select America Online , click Change/Remove , and then click Yes when the confirmation window opens. NOTE: Removing the AOL program will not cancel your account with AOL.

keyboard and mouse

Symptom	Problem	Solution
Keyboard commands and typing are not recognized by the PC.	Keyboard connector is not properly connected.	Turn off the PC by using the mouse, reconnect the keyboard to the back of your PC, and turn on your PC.
	Program in use has stopped responding to commands.	Restart or turn off your PC using the mouse.
	Keyboard is damaged.	Press the Help ? button on the keyboard to open the Help & Support Center, or refer to the <i>Warranty & Support Guide</i> to contact Support for replacement details.
Cursor will not move using the arrow keys on the keypad.	The Num Lock key may be on.	Press the Num Lock key. The Num Lock light should not be on if you want to use the arrow keys in the number keys group.
The keyboard Print button does not work.	Some programs do not recognize the Print button.	Use the Print menu item in the program.
Wireless keyboard does not work after installation or is not detected.	Keyboard batteries are low or empty.	Replace the two AA alkaline batteries in the wireless keyboard; then set the ID channel by pressing the Connect button on the wireless receiver and then on the keyboard. Refer to the documentation that came with your wireless set.

keyboard and mouse *(continued)*

Symptom	Problem	Solution
Mouse does not respond to movement or is too slow.	Mouse connector is not properly plugged into the back of the PC.	Turn off your PC using the keyboard: <ol style="list-style-type: none"> 1 Press the Ctrl and Esc keys on the keyboard at the same time to display the Start menu. 2 Use the up or down arrow key to select Turn Off Computer, and then press the Enter key on the keyboard. 3 Use the up or down arrow key to select Turn Off, and then press the Enter key. After the shutdown is complete, plug the mouse connector into the back of your PC and turn on your PC.
	Program in use has stopped responding to commands.	Restart your PC by using the keyboard. If possible, save any open files and close open applications before restarting.
Mouse moves only vertically or horizontally.	Mouse roller ball is dirty.	Remove roller ball cover from bottom of mouse and clean the ball with a damp, lint-free cloth (not paper).
	Mouse is damaged.	Press the Help ? button on the keyboard to open the Help & Support Center, or refer to the <i>Warranty & Support Guide</i> to contact Support for replacement details.
Mouse does not work after installation or is not detected.	Mouse is not connected properly.	Try unplugging and then reconnecting the mouse cable to your PC.
	Wireless mouse batteries are low or empty.	Replace the two AA alkaline batteries in the mouse; then set the ID channel by pressing the Connect button on the wireless receiver and then on the mouse. Refer to the documentation that came with your wireless set.
Optical mouse does not track cursor well.	The optical sensor uses the pattern of the surface to track the position of the cursor. Reflective surfaces, grooved surfaces, glass, or other see-through surfaces inhibit the ability of the sensor to track the cursor.	Place the mouse on a mousepad or white sheet of paper.
	Mouse sensor is dirty.	Wipe the light sensor lens on the bottom of the mouse with a lint-free cloth (not paper).
Mouse cursor moves too fast.	The wireless mouse moves the cursor more quickly than a standard mouse.	Adjust the mouse speed. See page 21.

memory

Symptom	Problem	Solution
<i>Insufficient memory</i> message is displayed.	All memory in the PC is being used by open programs, and memory is needed for a desired task.	Close all open programs, and then try desired task again. Or Restart your PC: <ol style="list-style-type: none"> 1 Click the Start button. 2 Click Turn Off Computer. 3 Select Restart.

power

Symptom	Problem	Solution
PC will not turn on and/or start.	PC is not securely connected to an external power source.	Ensure that cables connecting the PC to the external power source are plugged in properly.
	Monitor is not connected or is not on.	Connect the monitor to the PC, plug it in, and turn it on.
	Line voltage selection switch is not in the proper position for your country/region (115V/230V).	Set the line voltage selection switch to the correct setting for your country/region, or refer to the <i>Warranty & Support Guide</i> to contact Support.
	Wall outlet is defective.	Test the outlet by connecting a different electrical device to the outlet.
	Wrong memory modules were used in an upgrade, or memory modules were installed in the wrong location.	Reinstall the old memory to return your PC to its original state. Refer to “upgrading and servicing the pc” for instructions.
	Hard disk drive is damaged.	Press the Help ? button on the keyboard to open the Help & Support Center, or refer to the <i>Warranty & Support Guide</i> to contact Support for replacement details.
	After an upgrade or repair, the drive power, data, or power supply cables may not be properly connected.	Reseat drive power, data, and power supply cables. See the “upgrading and servicing the pc” for instructions.
PC appears locked up and won't turn off when the On button is pressed.	PC is not working.	Press and hold the On button until the PC turns off.
PC powered off automatically.	The unit temperature was exceeded.	Unit is in an exceedingly hot environment. Let it cool down. Ensure PC air vents are not blocked and internal fan is running. Note that your PC may not have an internal fan.
	The unit temperature was exceeded because the PC was functioning with the cover or access panel removed.	Replace cover or access panel, and let the PC cool down before attempting to turn on power to the PC.
	Processor or system fan has failed.	Refer to the <i>Warranty & Support Guide</i> to contact Support for replacement details. Note that your PC may not have an internal fan.

miscellaneous

Symptom	Problem	Solution
PC date and time display is incorrect.	RTC (real-time clock) battery may need to be replaced. Battery life is approximately 3–5 years.	First, reset the date and time in your operating system by using the Control Panel. If the problem persists, replace the battery. See the “upgrading and servicing the pc” for instructions, or refer to the <i>Warranty & Support Guide</i> to contact Support for replacement details.
Printer has problems.	Printer will not print correctly or at all.	If you encounter printer problems, refer to the documentation that came with your printer.

using application recovery and system recovery

The PC uses the operating system and installed software programs during normal operation. If your PC works improperly or stops because of the software, you may be able to repair it.

You need recovery discs (CDs or DVDs) for some repairs that use the Compaq Application Recovery program or the Compaq System Recovery program. The PC does not include recovery discs in the accessory box, but you can make your own recovery CDs or DVDs; see “creating recovery cds/dvds” on page 84.



CAUTION: It is strongly recommended you create your recovery discs before you need them.

You should also make the Compaq Recovery Tools CD. This CD contains utilities that allow you to make changes to your hard disk drive, including removing the recovery partition. See “using the recovery tools cd” on page 86.

There are several methods to fix your PC, including using the System Recovery program. Try these methods in the order listed here, or refer to the table that follows the list.

- **Restart** When you restart the computer, the PC *starts over* using the operating system and software in its memory. This is the simplest repair for your PC; just click **Start**, choose **Turn Off Computer**, and then click **Restart**.
- **Turn Off Computer** When you turn off the computer and then turn it on again, you force the PC to copy the operating system into its memory and to clear some tracking information. This may eliminate some problems that can remain after performing a Restart. Refer to “turning off the pc” on page 11.
- **Driver Rollback** This Microsoft Windows XP feature is part of the Windows Installer program used with the *Add or Remove Programs* utility in the Control Panel. It can revert to the previous version of a driver program if an installation fails when you are installing a new version of the driver program. For more information, type *Rollback* into the Search box in Help and Support.

- **System Restore** This Microsoft Windows XP feature creates a restore point where it records the PC settings at that time and date. You can later return the PC to the settings recorded at the restore point. You can create a specific restore point, or have the operating system create a restore point. For example, when you use *Add Programs* to add a software program, the operating system automatically creates a restore point before it adds the software. Use System Restore to return the PC to the settings the PC had before you installed the program. For more information, type *System Restore* into the Search box in Help and Support.
- **Application and Driver Recovery** If the problem with the PC seems to be with only one program or one driver, it may be that the application program or the driver program is damaged. You can reinstall individual factory-installed application programs and driver programs by using the Compaq Application Recovery program (select models only); see “application recovery” on page 87.
- **System Recovery** Use the Compaq System Recovery program as a last resort to reinstall the software. Perform System Recovery using the hard disk drive partition first; see “system recovery” on page 87. If necessary, next perform System Recovery using the recovery discs and choose Standard Recovery; see “starting system recovery using recovery discs” on page 89. Finally, if necessary, perform System Recovery using the recovery discs and choose full System Recovery.

Before using the Compaq System Recovery program or the Compaq Application Recovery program, use System Restore.

NOTE: Your PC hard disk drive contains the System Recovery image in a partition area of the disk drive. The PC does not include recovery discs in the accessory box, but you can make your own recovery CDs or DVD; see “creating recovery cds/dvds” on page 84.

When your PC stops working correctly, the Restart, Turn Off Computer, and Driver Rollback methods (described above) may resolve the problem. After you have tried these three methods, if needed, try the remaining actions, using the table that follows as a quick reference.

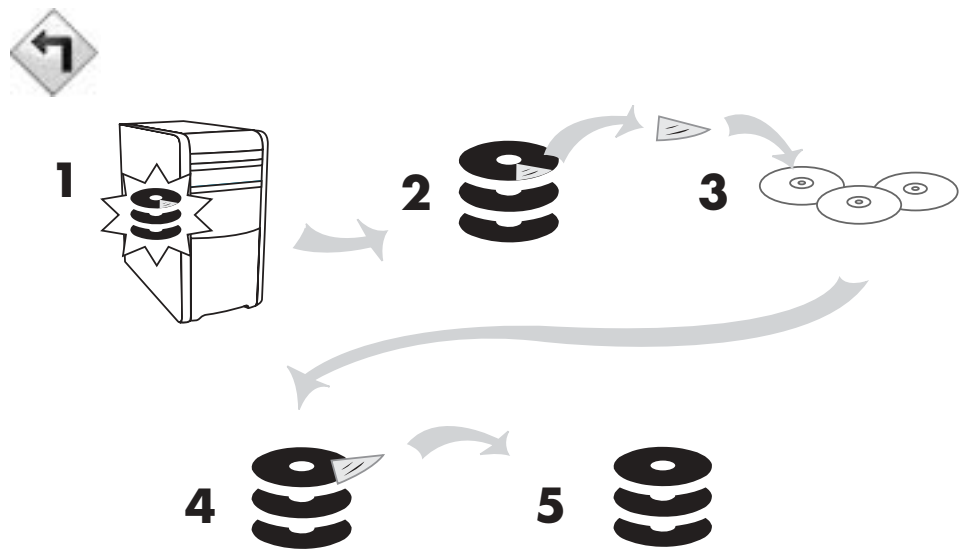
For the specific PC problem, try the method listed as #1, then #2, and then #3.

Problem/Status	Microsoft System Restore	Application Recovery program	System Recovery from the hard disk partition	System Recovery from the recovery CDs/DVDs
You installed a new application or device driver.	1			
An application does not work.	1	2	3	
A device driver does not work.		1	2	
PC stops responding or does not work.	1		2	3
You replaced the hard disk drive or removed the partition.				1

A **hard drive** is a disk inside the computer that stores the operating system, programs, and data.

creating recovery cds/dvds

- 1** You can **recover (bring back)** the operating system and programs that were included on your hard drive just as they were when you bought the computer.
- 2** You recover the operating system and programs directly from your hard drive, where a copy was placed for your convenience.
We call this part of your hard drive the “**recovery partition.**”
The recovery partition takes up some space on your hard drive.
- 3** You can copy the information of this recovery partition onto CDs or DVDs.
- 4** Then, if you would like to make extra space available on your hard drive, you can delete the recovery partition using a special software tool.
- 5** **Do not delete** your hard drive partition unless you have made recovery CDs or DVDs.



The recovery discs can be used only with the specified PC model. The discs are licensed for use only with your PC. The recovery CDs/DVD can install the operating system and software on your PC hard disk drive if the software becomes corrupted or is accidentally erased.

using recovery cd-dvd creator

Make recovery CDs or DVDs for your PC by using the Compaq Recovery CD-DVD Creator program before you experience any problem.

The recovery discs set is a complete image of the original PC hard disk drive contents and is matched to your PC model number. The discs set contains the operating system, drivers, and application software that were originally installed on the PC at the factory.

You can use this program to make only one set of recovery CDs or DVDs for your PC. The recovery discs you create can be used only on your PC.

There are several advantages in using DVDs instead of CDs when creating your recovery discs set:

- With a faster data transfer rate, a set of DVD recovery discs will have your PC running much sooner than a CD set will.
- A set of DVDs will probably take you less time to create than a set of CDs.
- A DVD has more capacity than a CD, so there are fewer discs to record and store.

To use this program, your PC must have a CD-RW drive, DVD Writer drive, or other drive that can write to the CDs or DVDs. If necessary, purchase a Windows XP-compatible drive from your local PC or electronics store.

The number of CDs/DVDs in the recovery set depends on your PC model. The program tells you the number of blank discs needed to make the set. The process takes some time, including up to 15 minutes per disc to verify that the information written on the disc is correct.

You can quit the process at any time. The next time you run the program, it begins where you left off.

to run the recovery cd-dvd creator program:

- 1** Close any open programs. To close programs, click **X** in the upper-right corner of each window.
- 2** Click **Start** on the taskbar.
- 3** Choose **All Programs**.
- 4** Choose **PC Help & Tools**.
- 5** Click **Compaq Recovery CD-DVD Creator**. The creator window appears.
- 6** Follow the onscreen instructions. Label each disc as you make it.

Store the System Recovery discs in a safe place.

using the recovery tools cd

Your PC allows you to create (burn) a Recovery Tools CD. After you make the Compaq Recovery Tools CD, you can use it to:

- Read instructions to use each utility on the Recovery Tools CD.
- Start the System Recovery program from the recovery partition.
- Remove the System Recovery partition from your PC hard disk drive to increase space for data.
- Create a new data partition on your PC hard disk drive.
- Start the Microsoft Recovery Console (a utility from Microsoft that can perform operating system diagnostics and repairs).



WARNING: Before using the Compaq Recovery Tools CD to change your hard disk drive, make System Recovery CDs for your PC by using the Compaq Recovery CD-DVD Creator program. You cannot make System Recovery CDs after you remove the system recovery partition.

You must create (burn) the Recovery Tools CD before you can use it.

to create or to start the recovery tools cd:

- 1** Click **Start** on the taskbar.
- 2** Choose **All Programs**.
- 3** Choose **PC Help & Tools**.
- 4** Click **Compaq Recovery Tools CD**. The tools window appears.
- 5** Follow the onscreen instructions.

Store the Recovery Tools CD in a safe place.

system restore



WARNING: Try System Restore before using the Compaq System Recovery program.

If software on your hard drive accidentally gets erased or damaged, first use the Microsoft *System Restore* feature in Windows XP to restore the PC system and program settings.

System Restore returns the PC settings to a selected restore point without affecting user programs or document files. For more information, type *System Restore* into the Search box in Help and Support.

to start system restore:

- 1 Close all open programs.
- 2 Click the **Start** button.
- 3 Choose **All Programs**.
- 4 Choose **Accessories**.
- 5 Choose **System Tools**.
- 6 Click **System Restore**.

Follow the onscreen instructions.

application recovery

NOTE: Not all models include the Application Recovery program. Perform steps 3 through 5 of the following procedure. If *Compaq Application Recovery* appears in the folder, your PC includes the program.

If an individual factory-installed application or driver accidentally gets erased or damaged, you can reinstall the software using the Compaq Application Recovery program (select models).

NOTE: Do not use the Application Recovery program to reinstall software programs that came on CDs or DVDs included in the PC box. Reinstall these programs directly from the CDs or DVDs.

to start application recovery:

- 1 Close all applications and folders.
- 2 Uninstall the existing (damaged) application; see “uninstalling programs” on page 69.
- 3 Click **Start** on the taskbar.
- 4 Choose **All Programs**.
- 5 Choose **PC Help & Tools**.
- 6 Click **Compaq Application Recovery**, and then click **Yes**.
- 7 Click **Application Installation** or **Driver Installation**, and then click **Next**.
- 8 Select the driver or application program to install, and then click **Install**.
- 9 Follow the onscreen instructions.
- 10 Repeat steps 7 through 9 to install other drivers or applications.
- 11 When you have finished recovering applications or drivers, close the Application Recovery program. Then click **Start**, click **Turn Off Computer**, and click **Restart** to restart the PC.



WARNING: Do not skip this last step! You must restart the PC when you are finished recovering applications or drivers.

system recovery

When other methods of repairing your system software (like System Restore or Application Recovery) fail, you may want to use the Compaq System Recovery program as a last resort to reinstall the software.

When necessary, you can reinstall the operating system and the application software that was originally installed on the PC at the factory by using the System Recovery program.



WARNING: The Compaq System Recovery program will delete any data or programs that you installed after purchase. Be sure to back up any data that you want to keep onto a removable disc.

The System Recovery program uses a special *recovery partition* on the hard disk that stores an image of the original software.

NOTE: The System Recovery image is in a partition area of the hard disk drive and takes up part of the total drive space. This disk space is not usually available for your use.

In the unlikely event that you replace the hard disk drive, or somehow damage the data in the special recovery partition on the hard disk drive, use recovery discs to reinstall the operating system and software on the hard disk drive. See “system recovery using recovery discs” on page 89.

Make your own recovery discs (CDs or DVD) before you need them; see “creating recovery cds/dvds” on page 84. You can also make the Recovery Tools CD. This CD contains utilities that allow you to make changes to your hard disk drive; see “using the recovery tools cd” on page 86.

starting system recovery if the pc is responding

- 1** Turn off the PC. Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse. Turn on the PC.
- 2** Click **Start** on the taskbar, choose **All Programs**, choose **PC Help & Tools**, and then click **Compaq System Recovery**.
- 3** Wait until the System Recovery window appears asking *Do you really want to start System Recovery?*
- 4** Click **Yes** to continue with the recovery process. If you created recovery discs, you may be directed to insert recovery disc #1.
- 5** The PC starts the recovery; wait for the onscreen instructions to display, and then follow those instructions.
- 6** Complete the PC startup, and finish the registration process; then reconnect all peripheral devices.

starting system recovery if the pc is not responding

- 1** Turn off the PC. If necessary, press and hold the On button until the PC turns off.
- 2** Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse.
- 3** Press the On button to turn the PC on.
- 4** During the startup, do the following to enter the System Recovery program:
When the black screen with the Compaq logo appears, press the F10 key on the keyboard. (You have only a few seconds to press the F10 key before the normal startup process continues.)
- 5** The PC starts the recovery; wait for the onscreen instructions to display, and then follow those instructions.
- 6** Complete the PC startup, and finish the registration process. Then reconnect all peripheral devices.

system recovery using recovery discs

Make your own recovery CDs/DVDs before you need them; recovery discs are not included with your PC. See “creating recovery cds/dvds” on page 84.

starting system recovery using recovery discs

The recovery discs provide two recovery options:

- **Standard Recovery:** This option recovers factory-shipped programs, drivers, and the operating system without affecting any data files that you may have created since purchasing this PC. Some data files may be difficult to find after the System Recovery, so it is best to back up all hard disk drive files before performing a System Recovery.
- **Full System Recovery:** This recovery function completely erases and reformats the hard disk drive. The program performs a full System Recovery to reinstall the operating system, programs, and drivers from the recovery discs. However, you must reinstall any software that was not installed on the PC at the factory. This includes software that came on CDs included in the PC accessory box, and software programs you installed since your purchase.

NOTE: If your PC has a blank or corrupted hard disk drive, you will see only the full System Recovery option.

to run system recovery program using recovery discs:

- 1** If the PC works, back up all data files that you want to save onto removable media, such as CD-RW or diskette. Remove the backup CD or diskette you've made.
- 2** Press the Eject button on the top disc drive, and wait for the tray to open. Insert Recovery disc #1 and close the tray.
- 3** Turn off the PC:
 - If the PC works: Click **Start** on the taskbar, click **Turn Off Computer**, and then click **Turn Off**.

Or

 - Press and hold the On button approximately 5 seconds until the PC turns off.
- 4** Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse.
- 5** Press the On button to turn on the PC.
- 6** The PC starts the recovery; wait for the onscreen instructions to display, and then follow those instructions.
 - For standard recovery, press R. Click **Next** to proceed with the System Recovery. Click **Yes** to start the recovery. Insert the remaining recovery discs when directed.

Or

 - For full System Recovery, press F. Click **Yes** to perform a full System Recovery. Confirm that you want to create a recovery partition. Insert the remaining discs when directed.

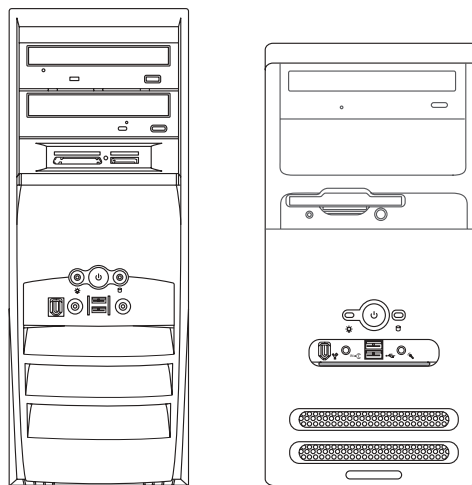
Or

 - If your PC hard disk drive is blank or corrupted, press R to perform a full System Recovery. Insert the remaining recovery discs when directed.
- 7** When the recovery program finishes, click **Restart** to restart the PC.
- 8** Before the PC restarts, the drive tray ejects. Remove the disc.
- 9** After the PC restarts, a series of startup screens appear. To proceed with the initial Microsoft Windows setup, you must answer a few questions.
- 10** Complete the registration process, and then reconnect all peripheral devices.
- 11** Reinstall software not originally installed on the PC by the factory.
- 12** Copy data files that you saved on the backup CD or diskette you made to your hard disk drive.

upgrading and servicing the pc

This chapter describes procedures for accessing the internal parts of the PC and installing components.

NOTE: The procedures for the S0000 and 8000 series models are the same except where noted.



8000 series model and S0000 series model

preparing the pc

Before you upgrade any component in your PC, you need to prepare the PC so that you can safely handle it and the components.



CAUTION: Static electricity can damage the electronic components of the PC or optional equipment. Ensure that you are discharged of static electricity by briefly touching a grounded metal object.

- 1 Remove any diskette or optical disc (CD or DVD) from the PC.
- 2 Click the **Start** button, and then click **Turn Off Computer**. Click **Turn Off** to turn the PC off.
- 3 Disconnect the modem/telephone cable, if present.
- 4 Disconnect the power cord from the electrical outlet (1) and then from the PC (2).



disconnecting the power cord



WARNING: To reduce the risk of personal injury from electrical shock and/or hot surfaces, disconnect the power cord from the wall outlet, and allow the internal system components to cool before touching.

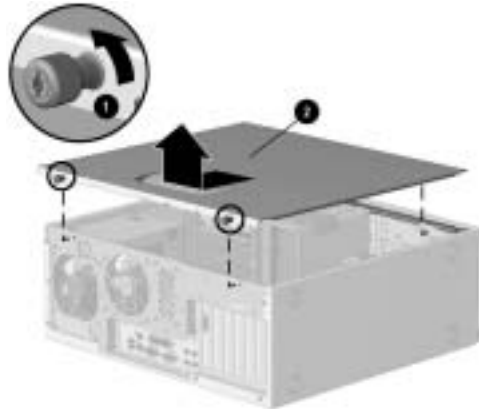
- 5 Disconnect all external devices connected to the PC.
- 6 Lay the PC on its side with the access panel (the side with the pull grip) facing up.
- 7 Remove the access panel by loosening the screw(s) (1) that secure the access panel to the PC chassis. Slide the access panel back (2) about 1 inch (2.5 cm), and then lift it up and off the unit.



removing the pc access panel on the S0000 series model



WARNING: Beware of sharp edges inside the chassis.



removing the pc access panel on the 8000 series

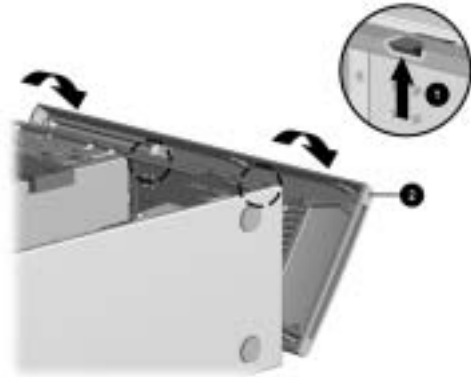
8 Remove the front bezel by following the appropriate method for your PC model:

- To remove the front bezel from the S0000 series model, gently pry the top section (1) of the bezel away from the chassis. On the inside of the front bezel, press the center two tabs (not the bottom tabs) to release the bezel, and then pull it from the chassis (2).



removing the front bezel from the S0000 series

- To remove the front bezel from the 8000 series, push up on the two release tabs (1), and then rotate the front bezel away from the chassis to release it (2).



removing the front bezel from the 8000 series

removing or upgrading a drive

Depending on your PC configuration, you may have up to four of the following storage drives in your PC.

- CD-ROM or CD-RW drive
- DVD-ROM or DVD+RW/+R drive
- Hard disk drive
- Diskette drive
- 7-In-1 memory card reader (select models only)

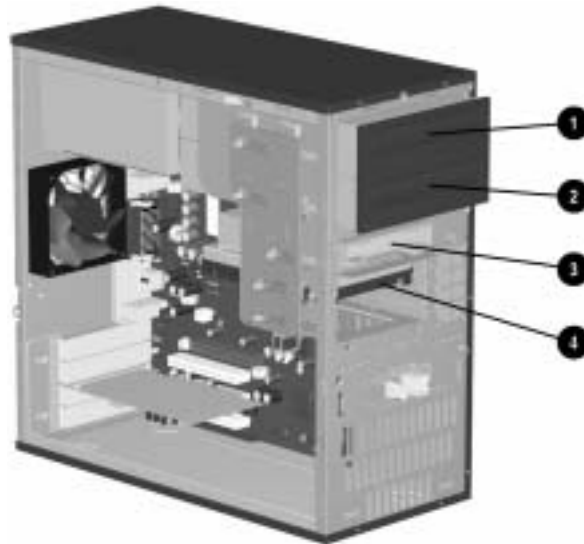
You need a screwdriver to replace any of the drives.



CAUTION: Back up your personal files on the hard disk drive to an external storage device, such as a CD, before removing the hard disk drive. Failure to do so will result in data loss. After replacing the hard disk drive, you need to run System Recovery using the recovery discs to load the factory-installed files. See “using application recovery and system recovery” for details.

locating drive positions

- 1 Optical drive, may be a CD-ROM, CD-RW, DVD-ROM, or DVD+RW/+R drive
- 2 Second optical drive, may be a DVD-ROM, DVD+RW/+R, CD-ROM, CD-RW drive, or 7-In-1 memory card reader (select models only)
- 3 Diskette (floppy) drive
- 4 Hard disk drive



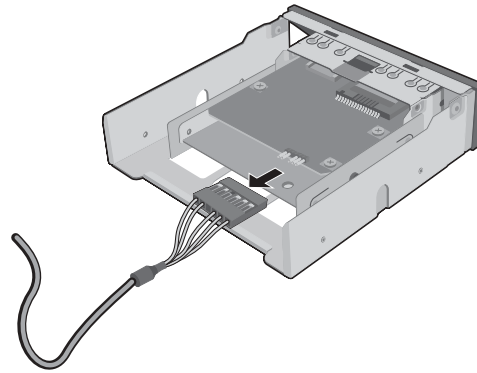
drive positions on the S0000/8000 series (S0000 shown)

removing a drive

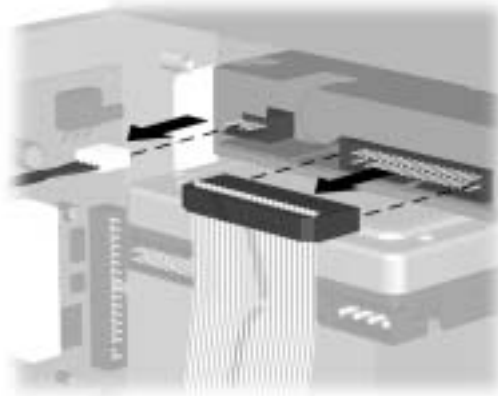
- 1 Locate the drive you want to remove.
- 2 Complete the procedure described in “preparing the pc” on page 91.
- 3 Disconnect the power cable (1) and data cable (2) from the back of the drive you want to remove, as indicated in the following illustrations. Use a gentle rocking motion. Some units may have a sound cable. If so, disconnect the sound cable (3).



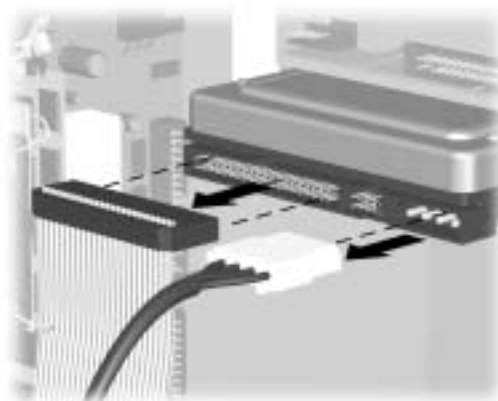
disconnecting the optical drive cables



disconnecting the 7-in-1 memory card reader cable



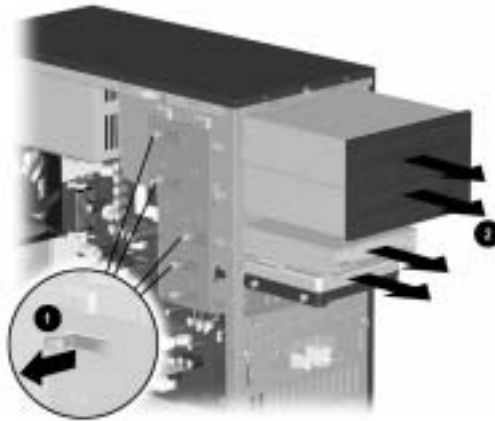
disconnecting the diskette (floppy) drive cables



disconnecting the hard disk drive cables

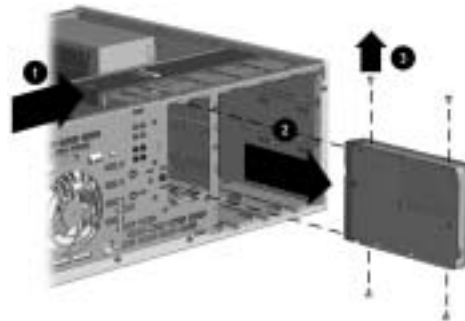
4 Release the drive from the chassis by following the method appropriate for your PC model.

- To release a drive from the chassis of the S0000 series, lift the release tab (1) on the latch drive bracket of the drive you want to remove, and then slide the drive from its drive bay (2). (The latch drive bracket secures the drives in their respective positions in the chassis.)



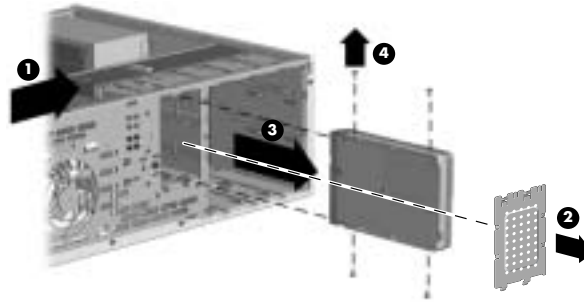
removing a drive from the S0000 series

- To release an optical drive or diskette drive from the chassis of the 8000 series, slide the drive lock mechanism (1) to unlock the drive in the drive bay and pull the drive out of the drive bay (2).



removing an optical or diskette drive from the 8000 series

- To release a hard disk drive from the chassis of the 8000 series, slide the drive lock mechanism (1) to unlock the drive in the drive bay, remove the metal drive shield (2) by pressing and lifting the two tabs on one side of the shield, and then pull the drive out of the drive bay (3).



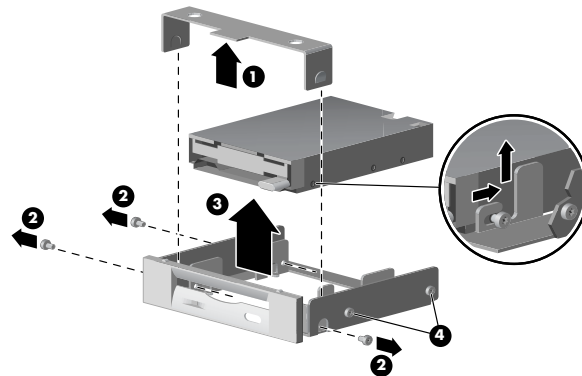
removing a hard disk drive from the 8000 series

- 5 For both the S0000 and 8000 series, if you are replacing the old drive with a new drive, remove the four screws (4) (two on each side) from the old drive. You need these screws to install the new drive.

NOTE: If you have the S0000 series, and you removed a 7-In-1 memory card reader, continue to step 7; otherwise, you are finished with the task of removing a drive from the chassis.

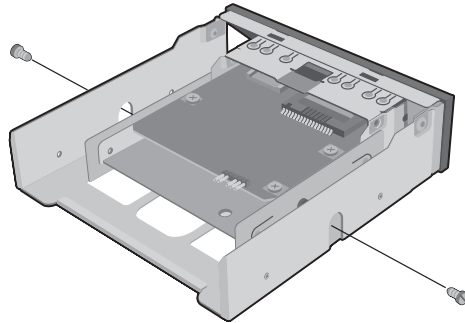
If you have the 8000 series and you removed a hard disk drive, a 7-In-1 memory card reader, or an optical drive, you are also finished with this task. If you have the 8000 series and you removed a diskette drive, continue to step 6.

- 6 For an 8000 series diskette drive, squeeze inward on both sides of the bracket brace and lift the brace up and out (1). Remove the two sets of screws (2) (left and right sides) that secure the drive to the drive adapter. Lift the diskette drive out of the drive adapter (3) by sliding the drive back and then up. Ensure that the guide screws (4) (left and right sides) are left in the drive adapter. You are finished with the task of removing the drive.



removing a diskette drive from the drive adapter on the 8000 series

- 7** For the S0000 series 7-In-1 memory card reader, remove the reader from the drive bay adapter if the adapter is not included with your replacement reader. Remove the two screws (left and right sides) that secure the reader to the adapter. Lift the reader out of the adapter by sliding the reader back and then up. You are finished with the task of removing the reader.



removing a 7-in-1 memory card reader from the drive bay adapter on the S0000 series

replacing or adding a drive

The steps to replace or add a drive are the same for both the S0000 and 8000 series, except when you are replacing a diskette drive on the 8000 series, or the 7-In-1 memory card reader on the S0000 series.

If you are replacing a diskette drive on the 8000 series, before starting step 1 in the following instructions, you need to fit the diskette drive in a diskette drive adapter as described in “reassembling the diskette adapter” on page 101.

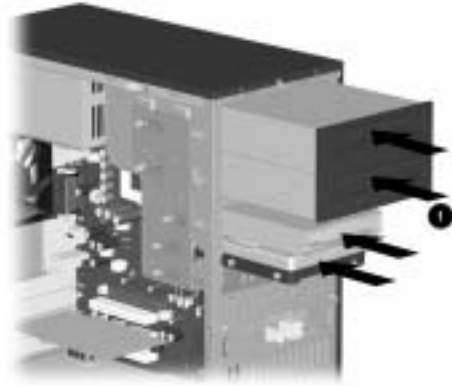
If you are replacing a 7-In-1 memory card reader, before starting step 1 in the following instructions, reassemble the reader in the drive bay adapter as described in step 7 of “removing a drive” on page 95.

If you are replacing or adding any other drive, begin with step 1 in the following instructions.

to replace or add a drive

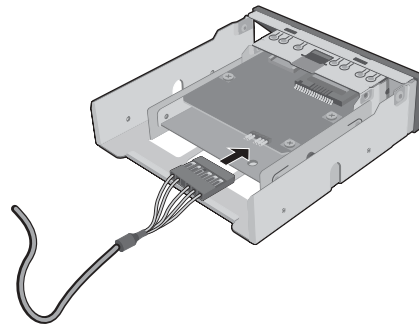
- 1** Install four guide screws on the sides of the drive (two on each side). The screws help guide the drive into its proper position in the bay.
 - When replacing a drive on the S0000 and 8000 series, place the screws that you removed from the old drive in the new drive.
 - When adding a second hard disk drive on the 8000 series, use the four extra guide screws that are attached to the chassis under the front bezel.

- 2** Slide the drive into the drive bay (1), making sure to align the guide screws with the guide slots, until it snaps into place.

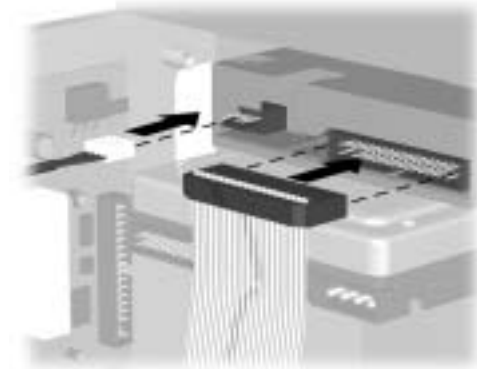


sliding the drive into the drive bay on the S0000/8000 (S0000 shown)

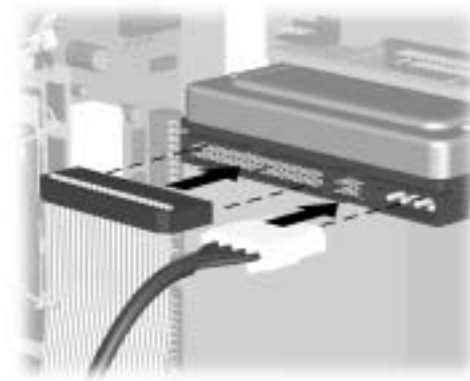
- 3** Reconnect the power and data cables to your drive as indicated in the following illustrations.



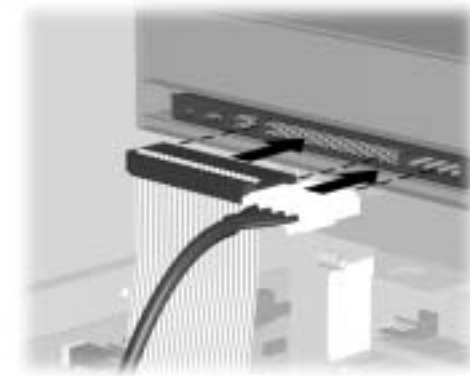
reconnecting the 7-in-1 memory card reader cable on the S0000 series



reconnecting the diskette drive cables



reconnecting the hard disk drive cables



reconnecting the optical drive cables

NOTE: An optical drive for the 8000 series may include a sound cable. Connect this cable also.

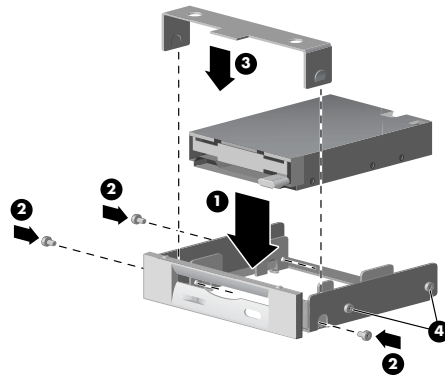
- 4** Complete the procedure described in “reassembling the pc” on page 107.
- 5** Turn on the PC.

reassembling the diskette adapter

To replace or add a new diskette (floppy) drive on the 8000 series, you need to reassemble the adapter around the diskette drive. (The S0000 series does not need an adapter.)

- 1** Lower the diskette drive into the adapter **(1)**. Ensure that the holes are aligned, and reinstall the screws **(2)** that secure the diskette drive to the adapter.
- 2** Press inward on each side of the bracket brace **(3)**, and lower the bracket until it snaps into place over the diskette drive. Ensure that the guide screws **(4)** are installed in the adapter.

- 3 Return to “replacing or adding a drive” on page 99, and begin with step 1.



replacing the diskette drive adapter on the 8000 series

upgrading or replacing memory

Your PC comes with random access memory (RAM), which temporarily stores data and instructions on your PC. You can install memory expansion modules in the memory expansion slots in the PC. The procedures for upgrading or replacing these modules are the same for the S0000 and 8000 series.

removing a memory module



CAUTION: When handling a memory module, be careful not to touch any of the contacts. Doing so may damage the module.

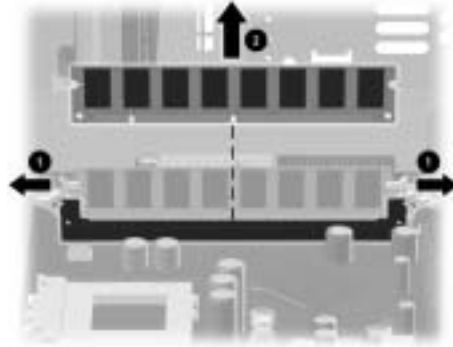
- 1 Complete the procedure described in “preparing the pc” on page 91, but do not remove the front bezel.
- 2 Locate the memory module inside your PC. See the following illustration for the location of the memory modules (1), memory slots (2), and release latches (3) on the system board.



locating the memory module

NOTE: The location and number of memory modules may vary slightly by model.

- 3 Open both latches of the memory module socket (1) found at each end of the memory module. Lift the memory module (2) from the memory slot.



removing a memory module

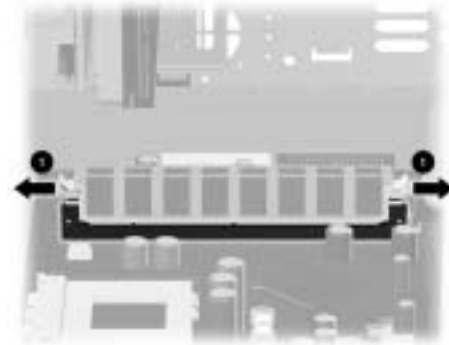
replacing or adding a memory module

Upgrade the memory in your PC with memory of the same type and speed as the memory originally installed in your PC.



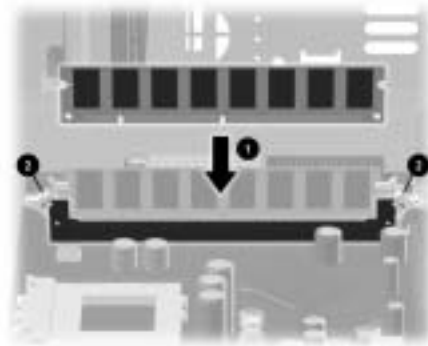
CAUTION: When handling a memory module, be careful not to touch any of the contacts. Doing so may damage the module.

- 1 Open both latches of the memory module socket (1).



opening the latches on the memory module socket

- If you are *replacing* a memory module, put the new memory module in the same memory slot from which the old memory was removed.
 - If you are *adding* a memory module, install the new module into the socket nearest the preinstalled module, and install additional modules in the next available sockets.
- 2** The memory module can be installed in only one way. Match the notch on the module (1) with the tab on the memory socket. Push the module carefully and firmly into the slot, ensuring that the latches (2) on both ends snap into place.



installing a memory module

- 3** Complete the procedure described in “reassembling the pc” on page 107.

NOTE: If a blank screen is displayed after replacing or adding a memory module, the memory is installed incorrectly or it is the wrong type of memory. Remove and reinstall the memory module.

removing or installing an expansion card

An expansion card is a circuit board that fits into a PC expansion slot. Your PC contains several expansion slots that can be used to add components to your PC. Component configurations vary by model.

Expansion cards you can replace or add to your PC include:

- Modem
- Network Interface Card (NIC)
- Graphics Card
- Sound Card
- FireWire (IEEE 1394) Auxiliary Card

A Phillips screwdriver is needed to remove, replace, or add an expansion card.

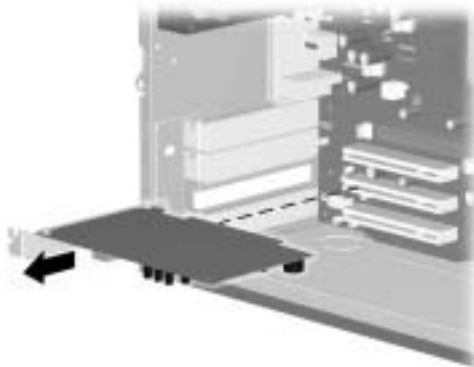
to remove an expansion card

- 1 Complete the procedure described in “preparing the pc” on page 91, but do not remove the front bezel.
 - To remove an expansion card from the S0000 series, continue to step 2.
 - To remove an expansion card from the 8000 series, skip to step 3.
- 2 On the S0000 series, on the rear of the PC, remove the expansion bracket covering the expansion slots by removing the screw from the bracket cover (1), and then remove the expansion bracket cover (2).



removing the screw and expansion bracket cover on the S0000 series

- 3 Inside the PC on either the S0000 or 8000 series, locate the expansion slots on the system board.
 - If you have the 8000 series, continue to step 4.
 - If you have the S0000 series, skip to step 5.
- 4 On the 8000 series, remove the screw that secures the expansion card to the chassis.
- 5 Remove the expansion card from either an S0000 or 8000 series by holding the card at each end and carefully rocking it back and forth until the connectors pull free from the socket. Be sure not to scrape the card against the other components.

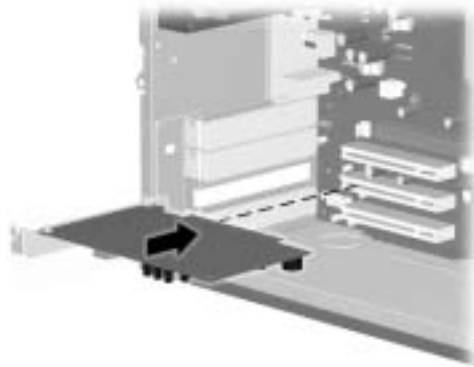


removing an expansion card on the S0000/8000 (S0000 shown)

- 6 If you are not replacing the old expansion card with a new expansion card, reinstall the expansion slot cover to close the open slot. Insert the metal slot cover into the opened slot, and screw a screw into the top of the cover to secure it in place.

to install an expansion card

- 1 If you are replacing or adding a new expansion card, in either the S0000 or 8000 series, align the edge of the expansion card with the slot on the chassis and gently but firmly press the card straight down into the expansion slot. The whole connector should be seated properly in the expansion slot.



replacing or adding an expansion card on the S0000/8000 (S0000 shown)

- If you have an 8000 series, continue to step 2.
 - If you have an S0000 series, skip to step 3.
- 2 For the 8000 series, secure the expansion card to the chassis with the slot cover screw.
 - 3 For both the S0000 and 8000 series, if you have replaced an expansion card, store the old card in the anti-static packaging that contained your new card.
 - If you have an S0000 series, continue to step 4.
 - If you have an 8000 series, skip to step 5.
 - 4 For the S0000 series, replace the expansion cover bracket (1) and screw (2).

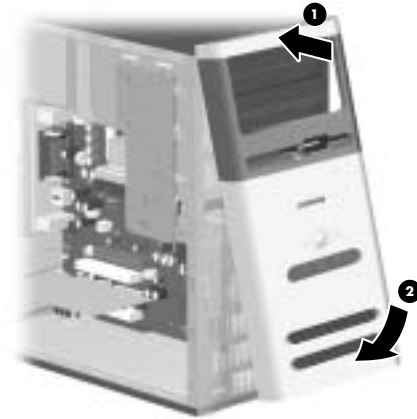


replacing the expansion bracket cover on the S0000 series

- 5 For both the S0000 and 8000 series, complete the procedure described in “reassembling the pc” on page 107.

reassembling the pc

- 1 Replace the front bezel by following the method appropriate for your PC model.
 - To replace the front bezel on the S0000 series, position the chassis in the upright position. At an angle, align the top of the front bezel with the top slots of the chassis (1) so that the front bezel hooks onto the chassis, and then press the bottom end of the bezel to the chassis until it snaps into place (2).



replacing the front bezel on the S0000 series

- To replace the front bezel on the 8000 series, lay the chassis on the side with the open side up. Place the front bezel in the correct position. Ensure the slots (2) are aligned correctly, and rotate the bezel toward the chassis (1) until it snaps into place.

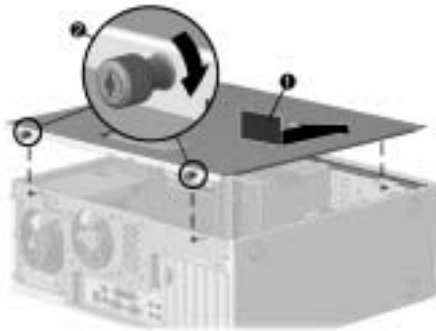


replacing the front bezel on the 8000 series

- 2** For either the S0000 or 8000 series, place the side access panel in the proper position on the chassis and slide it into place (1). Ensure that the hole for the thumbscrew(s) align with the hole in the chassis (2), and replace the thumbscrew(s).



replacing the side access panel on the S0000 series



replacing the side access panel on the 8000 series

- 3** Reconnect the power cable (1) to the PC, and plug the cable into an electrical outlet (2).



reconnecting the power cable on the S0000/8000 (S0000 shown)

4 Reconnect the modem/telephone cable, if present.

5 Reconnect all peripheral devices to the PC.



WARNING: To reduce the risk of electrical shock, fire, or damage to the equipment, do not plug telecommunications or telephone connectors into the network interface card (NIC) (sometimes labeled as an Ethernet connector).

6 Turn on the PC by pressing the On button.

index

- 5.1 speakers, 45
- 56K modem, 9
- 7-In-1 memory card reader
 - card types, 50
 - drive bay adapter, 99
 - installation, 94
 - using, 50
- 7-In-1 memory card reader cable
 - disconnecting, 96
 - reconnecting, 100

A

- access panel
 - removing, 92
 - replacing, 108
- adding
 - drive, 99
- adjusting microphone volume, 49
- adjusting speaker volume, 46, 72
- All Programs menu, 18
- America Online, troubleshooting, 77
- Application Recovery, 82, 87
 - warning, 87
- autoscrolling, mouse, 20
- available hard disk space
 - increasing, 68

B

- browsing the Internet, 37
- buttons
 - Compaq, 27
 - customizing, 30
 - Eject, 53
 - E-Mail, 28
 - Help, 27
 - mouse, 19
 - mouse scroll wheel, 19

- Mute, 28
- Off. *See* turning off PC
- On, 10
- Power, 10
- Search, 28
- special keys, 26
- Standby, 27
- Start, 16
- user, 27

C

- cables, for connecting a TV, 63
- card reader, 7-In-1, 50
- card types, memory card reader, 50
- carpal tunnel syndrome, 4
- CD drive
 - installation, 94
- CD, creating, 59, 61, 62
- CD/DVD
 - country/region codes for DVD, 59
 - creating CDs, 59, 61, 62
 - drive types, 52
 - Eject button, 53
 - handling, 52
 - inserting, 53
 - keyboard button, 28
 - opening drive, 53
 - playing music, 55
 - removing, 54, 73
 - terminology for DVD, 57
 - troubleshooting, 71
 - using correct DVD disc, 62
- closed session music CDs, 60
- Combo drive, 54
- Compaq Connections, using, 42
- Compaq keyboard button, 27
- Compaq Organize, 17

- components, 10
- connecting
 - a TV, 63
 - Ethernet, 9
 - multi-channel speakers, 46
- connectors
 - PC back, 5
 - PC front, 7
- Control Panel, opening, 16
- corrupted software, 87
- country/region codes for DVD, 59
- creating a DVD, 62
- creating CDs using CD-RW drive, 59, 61, 62
- creating CDs using Windows Media Player, 61
- creating CDs with RecordNow!, 60
- creating recovery discs, 85
- creating Recovery Tools CD, 86
- customizing keyboard buttons, 30

D

- desktop, 16
- desktop icons, removing, 70
- device conflict, resolving, 76
- device not working, 79
- digital pictures, 50
- electrostatic discharge, 91
- disconnecting TV, 66
- Disk Cleanup utility, 70
- diskette
 - copying files, 55
 - inserting, 55
- diskette (floppy) drive, 55
 - installation, 94
 - reassembling the adapter, 101
- diskette (floppy) drive cables
 - disconnecting, 96
 - reconnecting, 100
- domain name, 34
- double-click, 20
- drive
 - locations, 7
 - types, 52
- drive locations, 95
- drive lock, 97, 98
- driver recovery, 82
- driver rollback, 81
- DSL (Digital Subscriber Line), 34

- DVD
 - country/region codes, 59
 - creating, 62
 - discs, 62
 - inserting, 53
 - keyboard button, 28
 - opening drive, 53
 - playing, 57
 - removing, 54
 - terminology, 57
 - troubleshooting, 71
- DVD drive
 - installation, 94
- DVD player, multi-channel audio, 47
- DVD Writer drive, 62
 - using correct disc, 62

E

- Easy Internet Sign-up, 36
- e-mail
 - address, 34
 - defined, 34
 - keyboard button, 28
 - receiving, 39, 40
 - sending, 39
 - using Outlook Express, 39
- erase disc, 60
- erased software, 87
- Ethernet
 - about, 9
 - connecting, 9
- expansion card
 - removing or installing, 104
- expansion slots, 105

F

- faxes, standby mode, 12
- finding software programs, 18
- floppy disk. *See* diskette
- floppy drive, 55
- front bezel
 - removing (8000), 94
 - removing (S0000), 93
 - replacing (8000), 107
 - replacing (S0000), 107

G

- go back a day. *See* System Restore

H

- hard disk cleanup, 70
- hard disk drive
 - installation, 94
- hard disk drive cables
 - disconnecting, 96
 - reconnecting, 101
- hard disk space, increasing, 68
- hardware installation
 - instructions, 91
- hardware, upgrading, 43
- Help
 - commonly asked questions, 1
 - finding answers, 1
 - MusicMatch Jukebox, 56
 - Windows Media Player, 57, 62
- Help and Support
 - opening, 17
- Help button, 27
- hibernation mode, 13
 - automatic, 13
- high-speed Internet connection, 9
- home Web page, 37
- HP Picture Toolkit button, 27
- hyperlink, defined, 34

I

- indicators, keyboard, 26
- installation
 - expansion card, 104
- installation
 - drives, 99
 - memory, 102
 - upgrades, 91
- installing software programs, 14
- Instant Support, 41
- Internet
 - about, 33
 - browser programs, 37
 - browsing the Web, 37
 - connecting to, 7, 33
 - Easy Internet Sign-up, 36
 - finding an ISP, 35
 - keyboard button, 28
 - organizing destinations, 17
 - restricting content, 38
 - searching the, 37
 - signing up with an ISP, 35
- Internet connection, high speed, 9
- Internet Service Provider (ISP),
 - defined, 33
- InterVideo WinDVD Player, using, 57

K

- keyboard
 - customizing buttons, 30
 - features, 21, 22
 - indicators, 26
 - troubleshooting, 77
 - types of buttons, 26
 - using, 21
 - wireless, 23
- keyboard keys
 - alphanumeric, 24
 - arrow, 25
 - edit, 24
 - function keys, 24
 - numeric, 25

L

- latch drive bracket, 97
- LEDs, defined, 23
- logging off, 16

M

- manuals, online, 44
- memory
 - installation, 102
 - location, 102
 - removing, 102
- memory card reader
 - card types, 50
- microphone
 - adjusting volume, 49
 - using, 48
 - using with multi-channel speakers, 49
- Microsoft Recovery Console utility, 86
- Microsoft XP Help, 44
- modem
 - setting up, 7
 - V.92, 9
- monitor, 10
 - changing resolution, 30
 - changing where desktop displays, 30
 - selecting, 30
 - troubleshooting, 74
- mouse
 - autoscroll feature, 20
 - buttons, 20
 - double-click, 20
 - left-handed, 21
 - optical, 19
 - panning feature, 20
 - pointer speed, adjusting, 21
 - scrolling, 20

- troubleshooting, 78
- using, 19
- wireless, 19
- Multi-channel Sound Manager, 45, 46
- multi-channel speakers, 45
 - connecting, 46
 - selecting, 47
 - using a microphone, 49
- music
 - Help in MusicMatch Jukebox, 56
 - Help in Windows Media Player, 57, 62
 - keyboard button, 27
 - MusicMatch Jukebox, 27, 55
 - playing, 55, 56
 - Windows Media Player, 56
- music CDs, closed session, 60
- Mute button, 28

N

- Net. See Internet, about
- network interface
 - about, 9
- no sound, 72

O

- Off button. See turning off PC
- On button, 7
- online manuals, 44
- onscreen guides, 19
- operating system, 15
 - reinstalling, 89
- operating system help, 44
- optical drive cables
 - disconnecting, 95
 - reconnecting, 101
- organizing Internet links and the PC, 17
- Outlook Express, 39
 - receiving e-mail, 40

P

- panning, scrolling mouse, 20
- PC
 - Application Recovery, 82, 87
 - hibernation mode, automatic, 13
 - information about, 17
 - learning to use, 17
 - no sound, 72
 - not working, 77
 - organizing information, 17
 - problem turning on, 79
 - running tests, 41
 - setting it up, 3
 - settings, 16
 - sleep mode. See hibernation mode

- standby mode, about, 12
- standby mode, automatic, 13
- standby mode, manual, 12
- System Recovery, 82
- System Restore, 82
- transferring files and settings to new PC, 14
- troubleshooting, 71
- turning off, 11
- turning on, 10
 - viewing PC image on TV, 65
- PC Help & Tools, 19
- PC Recovery CD-DVD Creator program, 85
- peripherals, 10
- playing DVD movies, 57
 - disc types, 62
- pointer speed, adjusting, 21
- power cable
 - disconnecting, 95
 - reconnecting, 108
- power management settings, modifying, 13
- preparing PC for hardware upgrades, 91
- Print button, not working, 77
- printer
 - troubleshooting, 79
 - using, 31
- problem
 - DVD-R disc not working, 62
 - DVD-RW disc not working, 62
 - keyboard, 77
 - monitor, 74
 - mouse, 78
 - no sound, 72
 - PC not working, 77
 - printer, 79
 - troubleshooting, 71
 - turning on PC, 79
- problem resolution, troubleshooting, 71
- product notices, 42
- programs, uninstalling, 69

R

- receiving e-mails, 39
- recording volume, adjusting
 - microphone, 49
- RecordNow!, using, 60
- recovering system
 - System Restore, 82
 - using CDs/DVD, 89
- Recovery CD-DVD Creator, 85
- recovery discs, making, 85

Recovery Tools CD
 making or starting, 86
registering your PC, 11
reinstalling software, 87, 88
remove files from CD, 60
removing
 drives, 95
 expansion card, 104
removing desktop icons, 70
removing unneeded software, 69
repetitive strain injury (RSI), 4
replacing drives, 99
resolution, monitor, 30
resolving a device conflict, 76
restarting the PC, 81
restoring system, 82
restricting Internet content, 38
RJ-45 port, 9
rollback, driver, 81
running tests, 41

S

safety warnings, 2, 5
saving electricity, 12, 13
scrolling mouse, 20
searching
 for files or folders, 16
 the Internet, 37
selecting programs or documents, 16
sending an e-mail, 39
setting up PC, 3
settings
 viewing or changing, 16
 Volume Control, 46
shortcut icons, 16
show Volume icon in taskbar, 48
shutting down PC, 11
sleep mode. See hibernation mode
software
 corrupted, 87
 erased, 87
 finding, 18
 installing, 14
 reinstalling, 87, 88
 uninstalling, 69
solving common problems, 71
sound manager, multi-channel, 45, 46
sound, troubleshooting, 72
speaker volume, adjusting, 46
speakers, 45
 multi-channel, 45
special offers, 42
Standby button, 27
standby mode

 automatic, 13
 manual, 12
Start button, 16
Start menu contents, 16
Support
 messages, 42
 telephone numbers, 43
surface, using mouse on, 19
System Recovery, 88
 starting, if PC is not responding, 89
 starting, if PC is responding, 88
 using recovery discs, 84
 warning, 88
 when to use, 82
System Restore, 82, 86
system updates, 42

T

television, viewing PC image
 on a TV, 63
terminology for DVD, 57
tips, 42
transferring information to your
 new PC, 14
troubleshooting, 71
turning off PC, 11, 81
turning on PC
 first time, 10
 troubleshooting, 71
TV
 connecting, 63
 disconnecting, 66
TV-out, 63
 cables, 63
 connecting a TV set, 63
 disabling TV option, 66
 viewing PC image on TV, 65

U

uninstalling software, 69
updating, system, 42
upgrading
 replacing parts, 91
upgrading PC, 43
upgrading to V.92 modem features, 9
URL, defined, 34
User button, 27
using 7-In-1 memory card reader, 50

V

V.92 modem, 9
viewing onscreen guides, 19
virus protection, 67
voltage requirements, 2

volume
adjusting, 46, 72
adjusting microphone, 49
controls, 28
show Volume icon on taskbar, 46
Volume Control settings window, 46
Volume icon, show, 48
volume, displaying icon in
taskbar, 46, 48

W

warranty, 43
Web. (*See also* Internet)
browser programs, 37
page, 34
searching the, 37

Windows Media Player, 56
creating CDs, 61
Help, 57, 62
Windows XP, 15
device drivers, 79
Help, 44
WinDVD, 47
control panel, 58
starting, 57
wireless keyboard, 23
wireless mouse, 19
working in comfort, 4
writing
CD, 59, 61, 62
DVD, 62

Free Manuals Download Website

<http://myh66.com>

<http://usermanuals.us>

<http://www.somanuals.com>

<http://www.4manuals.cc>

<http://www.manual-lib.com>

<http://www.404manual.com>

<http://www.luxmanual.com>

<http://aubethermostatmanual.com>

Golf course search by state

<http://golfingnear.com>

Email search by domain

<http://emailbydomain.com>

Auto manuals search

<http://auto.somanuals.com>

TV manuals search

<http://tv.somanuals.com>