

# Getting Started

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## **Understanding hard disk drive space**

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

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

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

## **Note about systems configured with 4 GB of memory**

For computers with a 32 bit operating system, all memory above 3 GB may not be available because of system resource requirements.

This limitation is not limited to HP and Compaq systems. The memory above 3 GB is used for system resources.

## **Confirming total memory**

The system BIOS displays the full 4 GB of installed memory.

1. Turn on the PC.

2. Press F10. The BIOS menu is displayed. Confirm the Total Installed Memory.



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# Table of contents

<b>1 Getting information .....</b>	<b>1</b>
Safety information .....	2
<b>2 Setting up your computer .....</b>	<b>3</b>
Protecting your computer .....	4
Connecting to the Internet .....	5
Transferring files and settings to your new computer .....	6
<b>3 Troubleshooting and maintenance .....</b>	<b>6</b>
Computer does not start .....	7
Power .....	8
Display (monitor) .....	8
Keyboard and mouse (with cable) .....	10
Keyboard and mouse (wireless) .....	11
Speakers and sound .....	12
Internet access .....	12
Software troubleshooting .....	13
Maintenance .....	16
System recovery .....	18
<b>4 Customer care .....</b>	<b>23</b>
Product information .....	23
Support information .....	24
Warranty print on demand statement .....	26



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# 1 Getting information

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Type of information	Where to find
<ul style="list-style-type: none"><li>• Set up your computer.</li></ul>	Setup poster included with your computer.
<ul style="list-style-type: none"><li>• See how-to videos about using the features of your computer.</li></ul>	Visit <a href="http://www.hp.com/support/videos">http://www.hp.com/support/videos</a> (English only)
<ul style="list-style-type: none"><li>• Use the computer.</li><li>• Connect to the Internet.</li><li>• Recover factory settings.</li></ul>	<i>Getting Started</i> (this guide)
<ul style="list-style-type: none"><li>• Learn how to use the Microsoft Windows 7 operating system.</li><li>• Find Windows 7 password information.</li><li>• Troubleshoot the most common computer hardware and software issues.</li><li>• Find links to driver updates.</li><li>• Read frequently asked questions.</li></ul>	Help and Support Click <b>Start</b> , and then click <b>Help and Support</b> or visit <a href="http://www.hp.com/go/win7">http://www.hp.com/go/win7</a> . <hr/> Windows 7 troubleshooting tools <ol style="list-style-type: none"><li>1. Click <b>Start</b>, click <b>Control Panel</b>, and then click <b>System and Security</b>.</li><li>2. Under <b>Action Center</b>, click <b>Find and fix problems (troubleshooting)</b>.</li></ol>
<ul style="list-style-type: none"><li>• Find electronic user guides and specifications for your computer model.</li><li>• Order parts and find additional troubleshooting help.</li></ul>	HP Support website: <a href="http://www.hp.com/support">http://www.hp.com/support</a>
<ul style="list-style-type: none"><li>• Upgrade or replace components of your computer.</li></ul>	<i>Upgrading and Servicing Guide</i> Click <b>Start</b> , click <b>All Programs</b> , and then click <b>HP User Manuals</b> . <hr/> If the guide is not available there, visit <a href="http://www.hp.com/support">http://www.hp.com/support</a>

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Type of information	Where to find
<ul style="list-style-type: none"> <li>Find computer warranty information.</li> <li>Get technical support.</li> </ul>	<p><i>Limited Warranty and Support Guide</i> or the <i>Warranty and Support Information</i> included with your computer.</p> <p>Or</p> <p>Click <b>Start</b>, click <b>All Programs</b>, and then click <b>HP User Manuals</b>.</p>
<ul style="list-style-type: none"> <li>Get up-to-date information and help from the Windows community.</li> </ul>	<p><a href="http://www.hp.com/support/consumer-forum">http://www.hp.com/support/consumer-forum</a></p>
<ul style="list-style-type: none"> <li>Connect to a TV.</li> </ul>	<p><i>Watching and Recording TV</i></p> <p>Click <b>Start</b>, click <b>All Programs</b>, and then click <b>HP User Manuals</b>.</p> <p>If the guide is not available there, visit <a href="http://www.hp.com/support">http://www.hp.com/support</a></p>
<ul style="list-style-type: none"> <li>Get special utilities for computer owners.</li> </ul>	<p><b>PC Help &amp; Tools</b> folder</p> <p>Click <b>Start</b>, click <b>All Programs</b>, and then click <b>PC Help &amp; Tools</b>.</p>
<ul style="list-style-type: none"> <li>Maintain your computer.</li> </ul>	<p>HP Support Assistant — Maintains your computer performance and resolve problems faster by using automated updates, on-board diagnostics, and guided assistance.</p> <p>Click <b>Start</b>, click <b>All Programs</b>, click <b>HP</b>, and then click <b>HP Support Assistant</b>.</p>
<ul style="list-style-type: none"> <li>Find safety and regulatory notices.</li> </ul>	<p><i>Safety &amp; Regulatory Information</i></p> <p>Click <b>Start</b>, click <b>All Programs</b>, and then click <b>HP User Manuals</b> or visit <a href="http://www.hp.com/ergo">http://www.hp.com/ergo</a>.</p>
<ul style="list-style-type: none"> <li>Find ergonomic information.</li> </ul>	<p><i>Safety &amp; Comfort Guide</i></p> <p>Click <b>Start</b>, click <b>All Programs</b>, and then click <b>HP User Manuals</b> or visit <a href="http://www.hp.com/ergo">http://www.hp.com/ergo</a>.</p>

## Safety information

For more information, refer to the *Regulatory and Safety Information* document in the **HP User Manuals** folder. Click **Start**, **All Programs**, and then click **HP User Manuals**.





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**WARNING!** To reduce the risk of electrical shock or damage to your equipment:

- Place the computer in a location away from water, dust, moisture, and soot. These can increase the inside temperature, or can cause fire or electrocution.
- Do not disable the power cord grounding plug. The grounding plug is an important safety feature.
- Plug the power cord in a grounded (earthed) outlet that is easily accessible at all times.
- Disconnect power from the equipment by unplugging the power cord from the electrical outlet. To prevent direct exposure to laser beam, do not try to open the enclosure of the CD or DVD drives.
- The power supply is preset for the country/region in which you purchased your computer. If you move, check the voltage requirements for your new location before plugging the computer into an AC power outlet.

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

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

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## 2 Setting up your computer



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

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1. Place the computer so that all ventilation openings are unobstructed and cabling is not in a walkway or where it can be stepped on or damaged by placing furniture on it.
2. Connect all power cords from the monitor, computer, and accessories to a power surge protection device that is specifically labeled as having surge protection, an uninterruptible power supply (UPS), or a similar device. If the computer has a television tuner, or a modem or telephone connection, protect the computer by using surge protection with these signal inputs as well. Connect the television cable or the telephone line cord to the surge protection device, and then connect the device to the computer.
3. Download and install operating system updates.
  - a. Find out what operating system and version your computer is currently running.  
(Click **Start** > **Control Panel** and double-click **System**. The operating system and version are shown under Windows edition.)
  - b. Open your internet browser and go to <http://www.hp.com/support>.

- c. Select your country and language, if necessary, and click **Support & Drivers**.
  - d. Select **Download drivers and software (and firmware)**, type your computer model name and number in the product field, and press Enter.
  - e. If necessary, select your computer model from **Product search results**.
  - f. Select your computer operating system.
  - g. Click **Download** next to each update you wish to download.
  - h. Follow the on-screen instructions to install each downloaded update.
4. Look in the computer box for additional printed details or updates.
  5. Read the *Safety and Regulatory Information* document in the HP User Manuals folder.
  6. Read the *Safety & Comfort Guide* for proper workstation setup, posture, health and work habits, and electrical and mechanical safety information. Click **Start**, click **All Programs**, and then click **HP User Manuals** or visit <http://www.hp.com/ergo>.

## Protecting your computer

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

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

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



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

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

## Connecting to the Internet

Steps to connect to the Internet:

1. Connect the hardware as shown on the setup poster.
2. Get Internet service.
  - Sign up with an Internet Service Provider (ISP). If you already have an account with an ISP, skip this step and follow the instructions provided by the ISP.
  - If you did not set up the computer for Internet service during the initial setup, do so now by using Online Services:
    - a. Click **Start**, click **All Programs**, click **Online Services**, and then click **Get Online**.
    - b. Follow the on-screen instructions to select an ISP and set up Internet service.



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

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



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**NOTE:** If you have issues connecting to the Internet, see [Internet access on page 12](#).

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## Transferring files and settings to your new computer

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



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

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To transfer your files and settings:

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



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

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## 3 Troubleshooting and maintenance

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

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

# Computer does not start

Symptom	Possible solution
Error message: Hard disk drive error.	<p>Restart the computer.</p> <ol style="list-style-type: none"><li>1. Press the Ctrl+Alt+Delete keys on the keyboard simultaneously.</li><li>2. Click the <b>Arrow</b> button next to the red <b>Shut Down</b> button, and then click <b>Restart</b>. <i>Or, press and hold the <b>Power</b> button on the computer for 5 or more seconds to turn off the computer, and then press the <b>Power</b> button to restart the computer.</i></li><li>3. If Windows opens, immediately back up all important data to a backup hard disk drive.</li><li>4. Contact Support, whether it was possible or not to start up Windows. <i>Either the hard disk drive or the system board may need to be replaced.</i></li></ol>
Computer will not turn on or start.	<p>Ensure that the cables connecting the computer to the external power source are plugged in properly. When the cables connecting the computer to the external power source are plugged in properly, and the wall outlet is functioning, the green power supply light on the back of the computer should be on; if it is not, contact Support.</p> <hr/> <p>If the display (monitor) is blank, the monitor might not be properly connected. Connect the monitor to the computer, plug it in, and turn it on. See <a href="#">Display (monitor) on page 8</a>.</p> <hr/> <p>Test the wall outlet by connecting a different electrical device to it.</p>
Computer seems to be locked up and is not responding.	<p>Use the <b>Windows Task Manager</b> to close any programs not responding, or restart the computer:</p> <ol style="list-style-type: none"><li>1. Press the Ctrl+Alt+Delete keys on the keyboard simultaneously.</li><li>2. Click <b>Start Task Manager</b>.</li><li>3. Select the program that is not responding, and then click <b>End Task</b>.</li></ol> <hr/> <p>If closing programs does not work, restart the computer:</p> <ol style="list-style-type: none"><li>1. Press the Ctrl+Alt+Delete keys on the keyboard simultaneously.</li><li>2. Click the <b>Arrow</b> button next to the red <b>Shut Down</b> button, and then click <b>Restart</b>. <i>Or, press and hold the <b>Power</b> button on the computer for 5 or more seconds to turn off the computer, and then press the <b>Power</b> button to restart the computer.</i></li></ol>

# Power

Symptom	Possible solution
Error message: Invalid system disk or Non-System disk or Disk error.	When drive activity stops, remove the disc and press the spacebar on the keyboard. The computer should start up.
Computer does not turn off when the Power button is pressed.	Press and hold the <b>Power</b> button until the computer turns off. Check Power Settings.
Computer shuts down automatically.	<ul style="list-style-type: none"><li>• The computer might be in an exceedingly hot environment. Let it cool down.</li><li>• Ensure that computer air vents are not blocked and that the internal fan is running — see <i>Keeping the computer free of dust, dirt, and heat</i> under <a href="#">Maintenance</a> on <a href="#">page 16</a>. (Your computer might not have an internal fan.)</li></ul>

# Display (monitor)

Symptom	Possible solution
Screen is blank, and monitor power light is not lit.	Reconnect the power plug to the back of the monitor and to the wall outlet. Press the <b>Power</b> button on the monitor.
Screen is blank.	Press the space bar on the keyboard or move the mouse to make the screen display visible again. Press the <b>Sleep</b> button (select models only), or Esc on the keyboard, to resume from Sleep mode. Press the <b>Power</b> button to turn on the computer. Inspect the monitor video connector for bent pins: <ul style="list-style-type: none"><li>• If any of the pins are bent, replace the monitor connector cable.</li><li>• If no pins are bent, reconnect the monitor connector cable to the computer.</li></ul>

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<b>Symptom</b>	<b>Possible solution</b>
Images on the screen are too large or too small, or the images are fuzzy.	Adjust the monitor resolution setting in Windows 7: <ol style="list-style-type: none"><li>1. Click <b>Start</b>, and then click <b>Control Panel</b>.</li><li>2. Under <b>Appearance and Personalization</b>, click <b>Adjust Screen Resolution</b>.</li><li>3. Adjust resolution as necessary, and then click <b>Apply</b>.</li></ol>

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**NOTE:** In addition to the information listed here, also refer to the documentation that came with your monitor.

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## Keyboard and mouse (with cable)

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Symptom	Possible solution
Keyboard commands and typing are not recognized by the computer.	Use the mouse to turn off the computer, unplug and reconnect the keyboard to the back of your computer, and then restart your computer.
Mouse (with cable) does not work or is not detected.	Unplug and reconnect the mouse cable to your computer. If the mouse is still not detected, turn off the computer, unplug and reconnect the mouse cable, and then restart the computer.
Cursor does not move using the arrow keys on the number keypad.	Press Num Lock on the keyboard to turn off Num Lock, so that the arrow keys on the number keypad can be used.
Cursor does not respond to mouse movement.	Use the keyboard to save changes in all open programs, and then restart your computer: <ol style="list-style-type: none"><li>1. Press the Alt+Tab keys simultaneously to navigate to an open program.</li><li>2. Press Ctrl+S simultaneously to save your changes in the selected program (Ctrl+S is the keyboard shortcut for Save on most—not all—programs).</li><li>3. Repeat step 1 and step 2 to save changes in all open programs.</li><li>4. After saving changes in all open programs, press the Ctrl+Esc keys on the keyboard simultaneously to display the Windows Start menu.</li><li>5. Use the arrow keys to select the Arrow button that is next to Shut Down. Select <b>Shut Down</b>, and then press Enter.</li><li>6. After the shutdown is complete, unplug and reconnect the mouse connector to the back of your computer, and then restart your computer.</li></ol>

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## Keyboard and mouse (wireless)

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

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The receiver, wireless keyboard, and wireless mouse shown in the following illustrations are examples; your models might vary. **IMPORTANT:** During these steps, place the wireless keyboard and wireless mouse on the same level as the receiver, within 30 cm (12 inches) of the receiver, and away from interference from other devices.

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1. Unplug the receiver from a USB connector on the computer, and then reconnect it. Your computer model might have a connector dedicated to the receiver. If you have a choice, use a USB connector on the front of the computer.



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



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



# Speakers and sound

Symptom	Possible solution
Volume is very low or unsatisfactory.	<p>Ensure that you connected the speakers to the Audio Out (lime green) connector on the back of the computer. (Additional audio connectors are used for multiple-channel speakers.)</p> <p>Detached non-powered speakers (speakers without a separate power source, such as batteries or a power cord) do not produce satisfactory sound. Replace the non-powered speakers with powered speakers.</p>
No sound is produced.	<p>For Windows 7:</p> <ol style="list-style-type: none"><li>1. Click <b>Start</b>, click <b>Control Panel</b>, click <b>Action Center</b>, and then click <b>Troubleshooting</b>.</li><li>2. Under <b>Hardware and Sound</b>, click <b>Troubleshoot and audio playback</b>.</li></ol> <p>If you use an High-Definition Multimedia Interface (HDMI) connector on the graphics card (select models only) to connect your monitor to the computer, you should also connect analog speakers to the computer Audio Line Out connector if you want to hear sound during the initial setup of the computer. Refer to the Setup Poster to connect analog speakers.</p> <p>If you are using built-in monitor speakers, use the monitor front-panel Volume button to adjust volume. Use the front-panel buttons to enter the on-screen display (OSD) and ensure that audio is enabled and that the volume is set appropriately.</p> <p>Ensure that you connected powered (active) speakers and that they are turned on.</p> <p>Turn off your computer, and then unplug and reconnect the speakers. Ensure that the speakers are connected to an audio connector, not a Line In or headphone connector.</p> <p>To resume from Sleep mode, press the <b>Sleep</b> button (select models only), or press Esc.</p> <p>Unplug headphones if they are connected to your computer (or speaker system).</p>

# Internet access

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

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

## Software troubleshooting

To repair software problems, try these methods:	<ul style="list-style-type: none"> <li>• Turn the computer off completely and then turn it on again. This is the easiest (and sometimes the best) way.</li> <li>• Update the drivers (see Updating device drivers, following).</li> <li>• Use Microsoft System Restore Software program and hardware driver reinstallation (see Microsoft System Restore, later in this table). — Restores your computer to a configuration that was in use before the software was installed.</li> <li>• Reinstall the software program or hardware driver (see Software program and hardware driver reinstallation, later in this table). — Restores the software (if it came with the product) or hardware driver to factory defaults.</li> <li>• System Recovery (see <a href="#">System recovery on page 18</a>) — Erase and reformat the hard disk drive, and then reinstall the operating system, programs, and drivers. This erases all data files you have created.</li> </ul>
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Updating device drivers

Complete the following procedure to update a driver, or to revert to an earlier version of the driver if the new one does not solve your problem:

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

Microsoft System Restore

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

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

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

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To start a **System Restore**:

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

To add restore points manually:

1. Close all open programs.
  2. Click **Start**, right-click **Computer**, click **Properties**, and then click **System protection**.
  3. Under **Protection Settings**, select the disk for which you want to create a restore point.
  4. Click **Create**, and then follow the on-screen instructions.
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Software program  
and hardware  
driver  
reinstallation

If any of your factory-installed software programs or hardware drivers are damaged, you can reinstall it by using the Recovery Manager program (select models only).

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

Before you uninstall a program, be sure you have a way to reinstall it. Check to be sure that it is still available from where you initially installed it (for example, discs or the Internet). Or check to be sure that the program is in the list of programs you can reinstall from the Recovery Manager.

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

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

1. Click **Start, All Programs, Recovery Manager**, and then click **Recovery Manager**. If prompted, click **Yes** to allow the program to continue.
  2. Under **I need help immediately**, click **Software Program Reinstallation**.
  3. Click **Next** at the Welcome screen. A list of programs opens. Check whether your program is there.
- 

To reinstall a program using the **Recovery Manager**:

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

1. Close all software programs and folders.
  2. Uninstall the damaged program:
    - a. Click **Start**, and then click **Control Panel**.
    - b. Under **Programs**, click **Uninstall a program**.
    - c. Select the program you want to remove, and then click **Uninstall**.
    - d. Click **Yes** if you want to continue with the uninstall process.
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# Maintenance

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

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<b>Weekly</b>	Software cleanup	Use <b>Disk Cleanup</b> or safe third-party cleaning tools to remove junk files and temporary files that accumulate and slow down your system. Also, check for programs you no longer need and uninstall them.
	Defragmentation	Run <b>Disk Defragmenter</b> to keep your hard disk in good condition and improve system performance. Frequently performing this task does not harm your system.
	Virus scan	Perform a full virus scan every week to catch viruses that might have slipped through unnoticed. Most antivirus products have a scheduling feature to keep track of this automatically.
<b>Monthly</b>	Hardware cleanup	Thoroughly clean the inside and outside of your computer.
	Software updates	Use <b>Windows Update</b> to fix operating system bugs and improve performance. Also, be sure to check for driver updates for your hardware and new versions of your favorite programs.
	Windows Update	Run <b>Windows Update</b> monthly to install updates.
	Hard disk diagnostic	Sometimes a failing hard disk can be caught beforehand by using <b>Hard Disk Diagnostic</b> .
<b>Yearly</b>	System Recovery	In time, your system might still get bogged down, depending on the computer usage. Use <b>System Recovery</b> to wipe your Windows operating system installation clean, restoring it to the original configuration when you first started your system. <b>Make a backup of important data files before proceeding with a System Recovery.</b> See <a href="#">System recovery on page 18</a> for further details.
<b>As needed</b>	Backing up your data	Use CD or DVD recording software that is installed on your computer to create (or "burn") backup discs of important information, including personal files, e-mail messages, and website bookmarks. You can also move data to an external hard disk drive.

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Keeping the computer free of dust, dirt, and heat

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

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Cleaning the computer vents

Air vents keep the computer and monitor cool. Keep these vents clean by using a small, battery-powered vacuum cleaner. (A battery-powered vacuum cleaner eliminates the risk of electric shock.)

1. Vacuum the vents on the computer case and the monitor case.
2. Remove any debris that has accumulated in and around the computer connectors (for example, the Ethernet and USB connectors).

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Cleaning the computer and monitor

Follow these steps to clean the computer and monitor:

1. Unplug the power to the computer and the monitor.
2. To clean the monitor screen, use a clean, dry cloth. **Do not use water on the monitor screen.** For more thorough cleaning, use a clean cloth and antistatic screen cleaner.
3. Use a clean, dry cloth to dust the computer case and the monitor case.

**NOTE:** To remove sticker residue or a spill on the computer or monitor case, use isopropyl (rubbing) alcohol and a lint-free cloth.

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Cleaning the keyboard and mouse

When cleaning the keyboard keys, use a low setting on a battery-powered vacuum cleaner to avoid removing key caps and springs.

1. Vacuum between the keys of the keyboard and along the grooves.
2. Use a clean, dry cloth and isopropyl (rubbing) alcohol to clean buildup on the keyboard keys and along its edges.
3. Wipe the body of the mouse and the mouse cord by using cleaning wipes.

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If you have a roller-ball mouse, clean the ball and rollers inside:

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

## System recovery

System Recovery completely erases and reformats the hard disk drive, deleting all data files you have created, and then reinstalls the operating system, programs, and drivers. However, you must reinstall any software that was not installed on the computer at the factory. This includes software that came on media included in the computer accessory box, and any software programs you installed after purchase.



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**NOTE:** Always use the System Restore procedure before you use the System Recovery program — see *Microsoft System Restore* under Software troubleshooting on page 13.

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

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You must choose one of the following methods to perform a System Recovery:

- **Recovery Image** — Run the System Recovery from a recovery image stored on your hard disk drive. The recovery image is a file that contains a copy of the original factory-shipped software. To perform a System Recovery from a recovery image, see *System Recovery from the Windows 7 Start Menu* under System recovery on page 18.



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

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- **Recovery Media** — Run the System Recovery from recovery media that you create from files stored on your hard disk drive or purchased separately. To create recovery media, see *Creating recovery media* under System recovery on page 18.

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System Recovery options

You should attempt a **System Recovery** in the following order:

1. Through the hard disk drive, from the Windows 7 Start menu.
  2. Through the hard disk drive, by pressing F11 on the keyboard during system startup.
  3. Through recovery media that you create.
  4. Through recovery discs purchased from HP Support. To purchase recovery discs, visit <http://www.hp.com/support>.
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**CAUTION:** System Recovery deletes all data and programs you created or installed. Back up any important data to a removable disc or USB flash drive.

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

1. Turn off the computer.
2. Disconnect all peripheral devices from the computer except the monitor, keyboard, and mouse.
3. Turn on the computer.
4. Click **Start**, click **All Programs**, click **Recovery Manager**, and then click **Recovery Manager**. If prompted, click **Yes** to allow the program to continue.
5. Under **I need help immediately**, click **System Recovery**.
6. Select **Yes**, and then click **Next**. Your computer restarts.

**NOTE:** If your system does *not* detect a recovery partition, it prompts you to insert recovery media. Insert the disc or USB flash drive, select **Yes**, and then click **Next** to restart the computer and run Recovery Manager from the recovery disc or USB flash drive. If using discs, insert the next system-recovery disc when prompted.

7. When the computer restarts, you see the Recovery Manager welcome screen again. Under **I need help immediately**, select **System Recovery**. If you are prompted to back up your files, and you have not done so, select **Back up your files first (recommended)**, and then click **Next**. Otherwise, select **Recover without backing up your files**, and then click **Next**.
  8. System Recovery begins. After System Recovery is complete, click **Finish** to restart the computer.
  9. Complete the registration process, and wait until you see the desktop.
  10. Turn off the computer, reconnect all peripheral devices, and turn the computer back on.
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**CAUTION:** System Recovery deletes all data and programs you created or installed.  
Back up any important data to a removable disc or USB flash drive.

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

1. Turn off the computer. If necessary, press and hold the **Power** button until the computer turns off.
  2. Disconnect all peripheral devices from the computer, except the monitor, keyboard, and mouse.
  3. Press the **Power** button to turn on the computer.
  4. As soon as you see the initial company logo screen appear, repeatedly press F11 on your keyboard until the **Windows is Loading Files...** message appears on the screen.
  5. Under **I need help immediately**, click **System Recovery**.
  6. If you are prompted to back up your files, and you have not done so, select **Back up your files first (recommended)**, and then click **Next**. Otherwise, select **Recover without backing up your files**, and then click **Next**.
  7. System Recovery begins. After System Recovery is complete, click **Finish** to restart the computer.
  8. Complete the registration process, and wait until you see the desktop.
  9. Turn off the computer, reconnect all peripheral devices, and turn the computer back on.
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System Recovery  
from recovery  
media

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

To create recovery media, see *Creating recovery media* under [System recovery on page 18](#).

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To perform a **System Recovery** using recovery media:

1. If the computer is working, create a backup DVD or backup USB flash drive containing all the data files you want to save, and then remove the backup media from the drive tray.
2. If using recovery DVDs, insert recovery disc #1 into the DVD drive tray, and close the tray. If using a recovery USB flash drive, insert it into a USB port.
3. If the computer works, click **Start**, click the Arrow button next to Shut Down, and then click **Shut Down**. Or, if the computer is not responding, press and hold the **Power** button for approximately 5 seconds, or until the computer turns off.
4. Disconnect all peripheral devices from the computer except the monitor, keyboard, and mouse.
5. Press the **Power** button to turn on the computer. If you are using a recovery DVD, the computer automatically runs Recovery Manager from the disc. Skip to step 7.
6. If you are running System Recovery from a USB flash drive, press Esc as the computer is powering on to bring up the boot menu. Use the arrow keys to select the USB device and press Enter to boot from that device.
7. If you are prompted to choose between running System Recovery from media or from hard drive, select media, and then click **Next**.
8. Under **I need help immediately**, click **Factory Reset**.
9. If you are prompted to back up your files, and you have not done so, select **Back up your files first (recommended)**, and then click **Next**. Otherwise, select **Recover without backing up your files**, and then click **Next**.
10. If you are prompted to insert the next recovery disc, do so.
11. When the Recovery Manager is finished, remove all recovery media from the system.
12. Click **Finish** to restart the computer.

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Recovery media

Recovery media can be created on either blank DVD discs or a USB flash drive (one or the other, but not both). Create recovery media from the recovery image stored on your hard disk drive. This image contains the operating system and software program files that were originally installed on your computer at the factory. You can create only one set of recovery media for your computer, and the media can be used *only* with this computer. Store the recovery media in a safe place.

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

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Choosing  
recovery media

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

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

- If you are creating recovery discs, be sure to use high-quality discs to create your set of recovery discs. It is normal for discs to be rejected if they are not defect-free. You will be prompted to insert a new blank disc to try again.
- The number of discs in the recovery-disc set depends on your computer model (typically 1–3 DVD discs). The Recovery Disc Creator program will tell you the specific number of blank discs needed to make the set.
- You may choose to create a recovery USB flash drive instead, using a high-quality blank USB drive. If you are using a USB flash drive, the program will tell you the size of the drive required to store all the data (minimum of 8 GB).

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

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Creating recovery  
media

To create recovery discs:

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

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To create a recovery USB flash drive:

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

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

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

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

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## 4 Customer care

### Product information

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

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

- Purchase date

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

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

## Support information

### Don't forget to register!

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

### Where to get help

#### Follow these steps when you need help

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

### To our valued customer

Congratulations on your decision to purchase a desktop computer! During development, the computer must pass extensive quality tests to meet the rigorous standards that have made us famous for quality and reliability.

All of our computers go through a comprehensive quality test to ensure the computer is working correctly before it leaves our factory. In addition, we have placed a security seal on your computer to indicate that it has not been tampered with since it left our factory.

We know that expanding and upgrading are key benefits for all customers. We are proud to make this a key differentiator for our computers and understand that you may wish to upgrade your computer to meet your specific needs.

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

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

Thank you for choosing this computer. We hope you enjoy discovering the exciting things you can do with it!

## Customer support

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

## Problems? HP will help

Your new computer is built to work right now — and for many years to come. But it is a complex, powerful machine, and sometimes things go wrong. If that happens to your computer, HP is ready to help.

## Getting started

Follow the setup poster for help with setting up and using your computer.

## See what you can do

There's lots of helpful information included with your computer. First look at Help on your Windows desktop (to access it, click **Start**, then click **Help and Support**). It contains more detailed help and will give you suggestions on how to fix the problem.

Within the Help and Support Center, you can get the latest news from HP about your computer. Be sure to also check the updates from HP that are sent to your desktop from time to time.

Next, try a little surfing! The HP website has updated software, tips and tricks, answers for common problems, and other information. Go to the Support website listed earlier in this document and search for your computer model.

## Call HP Customer Care Center

Finally, if these steps don't help, you can reach a real, knowledgeable person by calling the HP Customer Care Center in your area. Phone assistance to get you up and running is covered for thirty (30) days from the time you purchased your

computer. After thirty (30) days, there may be a charge, but the helpful support is still available.

### **And, if necessary: get repair**

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

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

These services are covered during the warranty period.

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

### **Warranty print on demand statement**

You can find the expressly provided HP Limited Warranty applicable to your product in the start menu on your PC and/or in the CD/DVD provided in the box. For some countries/regions, a printed HP Limited Warranty is provided in the box. In countries/regions where the warranty is not provided in printed format, you may request a printed copy from [hp.com/go/orderdocuments](http://hp.com/go/orderdocuments) or write to HP at: Hewlett-Packard, MS POD, 11311 Chinden Blvd., Boise, ID 83714, U.S.A.; Hewlett Packard, POD, P.O. Box 200, Alexandra Post Office, Singapore 911507. Please include your product name, warranty period, name, and postal address.



# The power to make a change

Thank you for your purchase. HP is dedicated to producing the highest quality, best performing, and easiest to use computers in the world. HP also designed this product with the environment in mind.

But to reduce its impact even further, we need your help.

Let's work together to make a change.

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## How you can help

## What we do

*Recycle your old computer.*

Disposing of electronic waste responsibly has been an HP priority for more than 20 years. If this computer is a replacement for an older computer you no longer need, go to [www.hp.com/go/recycle](http://www.hp.com/go/recycle) to find out if HP can help you dispose of your old computer with minimum impact on the planet.

*We design with the environment in mind.*

While we want you to enjoy this computer for many years to come, we recognize that you will eventually dispose of it. We have designed it so it can be easily dismantled and recycled as much as possible. The packaging that came with your computer is also designed for maximum recyclability.

*Don't use a screen saver.*

Screen savers can prevent your HP computer from going to sleep and thereby waste power. Screen savers can also reduce the life of your monitor by increasing the number of hours the LCD backlight is on.

*We design to be more energy efficient.*

This computer has HP Power Management Technology, which can reduce computer energy use up to 45% compared to computers without power management. HP computers keep energy needs to a minimum, saving you money and reducing your carbon footprint.

*Don't disable the power settings.*

The power management tools on this computer are set to minimize energy use without impacting performance. Please do not disable them.

*We design our products to use better and fewer materials.*

Ensuring the health of you, your family, and our planet is a key priority at HP. We are committed to using the safest materials in the production of this and all our other products.

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