

Quick Start Guide

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Contents

Start Here..... vii

Introducing the Quick Start Guide 1

Safety Information	1
Using the Quick Start Guide.....	3
Finding Additional Information	4

Setting Up the PC.....5

Turning On the PC for the First Time	5
Registering with HP	6
Making Recovery CDs	7
Getting Help.....	7
Protecting the PC.....	8
Working in Comfort	9

Using the PC..... 11

Introducing the Basics.....	11
Windows operating system	11
Start menu	11
HP Center	12
Help and Support	13
Using the Mouse.....	13
The scroll feature	14
To use the autoscroll feature	15
To use the panning feature	15
Using the Keyboard	16
Introduction	16
Keyboard features	16
Buttons	22
Button configuration	25
Using the Monitor	25
Modifying monitor display properties	26

Using Speakers	26
Using multi-channel audio speakers.....	27
To connect your multi-channel speaker system to the PC.....	27
To configure multi-channel audio output for speakers configuration	28
To configure multi-channel audio output for the DVD player	28
To use the microphone with multi-channel audio	29
Adjusting speaker volume	29
Using a Microphone	30
Adjusting microphone volume	31
Using a Television	32
Cables you may need	32
Connecting to a TV set	33
Viewing the PC image on TV	34
Disabling the TV option	35
Disconnecting the TV	36
Turning Off the PC	36

Putting the PC into Standby and Hibernation Mode	37
Standby mode.....	37
Hibernation mode.....	39
Automatic standby or hibernation mode	40

Setting Up and Using the Internet..... 41

Introducing the Internet.....	41
What is the Internet?	41
What is an ISP?.....	42
What is the World Wide Web?.....	42
What is a URL?	43
What is an e-mail address?	43
How do I search the Internet?.....	44
Setting Up the Modem	44
Upgrading to V.92	47
Setting Up the Network Interface Adapter	47
Setting Up Your Internet Account	49
Signing up with an ISP using Easy Internet Sign-up.....	50
Connecting to the Internet.....	50
Using ISP-provided browser	50
Using any browser.....	51

Visiting the Hewlett-Packard Web Site	51	Creating a CD by Using RecordNow	66
Viewing online manuals	53	Creating a music CD	66
Sending and Receiving E-Mail	54	Creating a data CD	68
If the ISP provides the browser	54	Playing DVD Movies	68
If using Outlook Express	54	Playing a DVD	68
Doing Common Tasks	57	Viewing Help information	70
Understanding Your Drives	57	Understanding DVD terminology	70
Using the Diskette (Floppy) Drive	58	Using the WinDVD control panel	70
Using the 6-In-1 Memory Card Reader	58	Using country/region codes	71
Special note about the		Creating a DVD by Using the	
Safely Remove Hardware Utility	59	DVD+RW/+R Drive	72
To use the 6-In-1 memory card reader	59	Using the Combo Drive	73
Inserting a CD or DVD	61	Using HP Pavilion PC Tools	74
Removing a CD or DVD	62	Getting HP Updates for the PC	75
Handling CDs	62	Informing You of Changes	75
Playing Music CDs	63	Using HP Center for Updates from HP Messages	75
Using MusicMatch Jukebox	63	Starting HP Center	76
Using Windows Media Player	64	Turning off the HP Center Service	76
Creating a CD by Using the CD-RW Drive	65	Re-enabling the HP Center Service	77

Resolving Problems..... 79
 Troubleshooting 79

**Using Application Recovery
 and System Recovery..... 87**
 System Restore 87
 Application Recovery 88
 System Recovery..... 89
 System Recovery Using Recovery CDs..... 91
 Using HP Recovery CD Creator 91
 Starting system recovery using recovery CDs 92

Freeing Up Space on Your Hard Disk Drive 96
 To display hard disk space 96
 Increasing available hard disk space 97
 Uninstalling programs 97
 Removing desktop icons 97
 Using the Disk Cleanup utility..... 98
 Reinstalling programs..... 98

Index 99

Start Here

Welcome

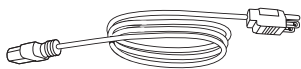
Thank you for becoming a member of the HP Pavilion home PC family. This "Start Here" section is an overview of some of the added software features and tools available on your HP Pavilion. The rest of this *Quick Start Guide* gives you information on how to use your computer. With this guide, you can use your computer with confidence.

Note: *The screens on your computer may not match the screens pictured on these pages.*



Inventory Checklist

Power cord



Modem cable

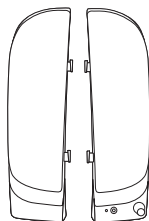


Transformer

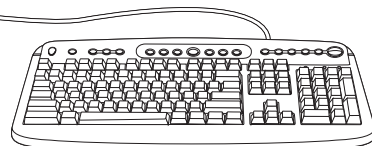
(powered speakers,
select models only)



Speakers (select
models only)



PC



Keyboard



Mouse

The documentation includes:

- Setup poster
- This *Quick Start Guide*
- *Support Guide*, containing support, warranty, license, regulatory, and safety information
- *Upgrading and Servicing the PC guide* (select models installed on PC, or in print)
- Read first, addenda, or other documents if applicable
- *DVD Writer guide* (select models)
- *Microsoft Windows XP Home Edition Start Here guide*
- *My HP Pavilion home PC brochure* (select models)



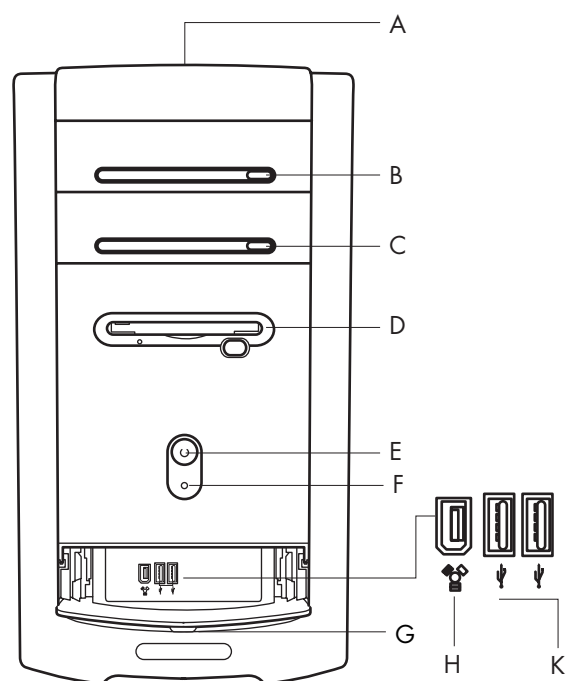
Documentation

Note: Your contents may vary.

PC Front

Your PC may look different from the ones shown here. Component, connector location, type, and number vary by model.

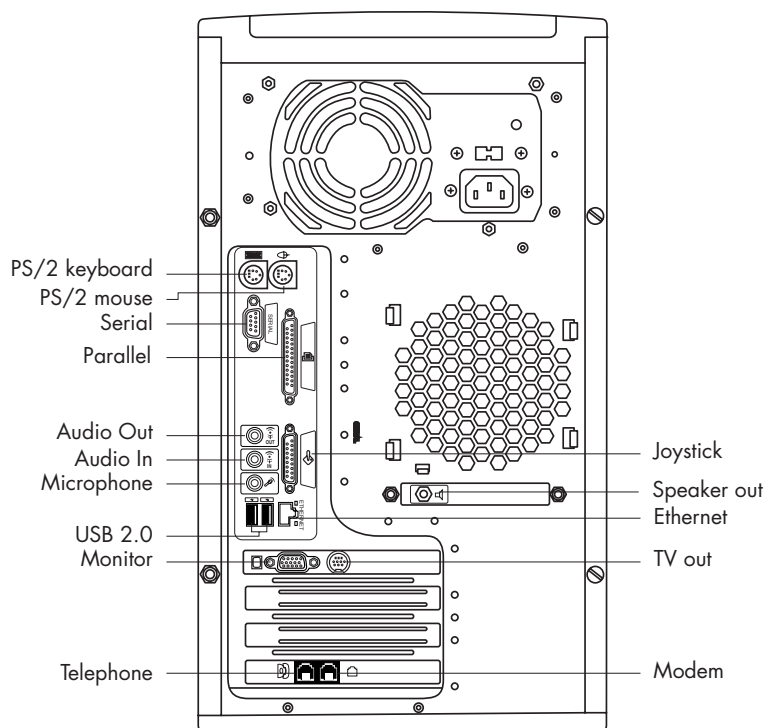
- A — CD storage (select models)
- B — CD-ROM or CD-RW drive
- C — DVD-ROM or DVD+RW/+R drive
- D — Diskette (floppy) drive
- E — On button/indicator
- F — Hard disk activity indicator
- G — Door opened to show connectors
- H — FireWire®
- K — USB 2.0 (two shown)



PC Back

Connect your keyboard, mouse, monitor, and modem as described in the setup poster. Turn on the computer for the first time and finish the registration process. Then, add a printer or other device, or install any software programs that came on CDs or DVDs included in the computer box (select models only).

Your computer may look different from the one shown here. Component, connector location, type, and number vary by model.



PC Connector Symbols

Symbols in this table identify connectors.

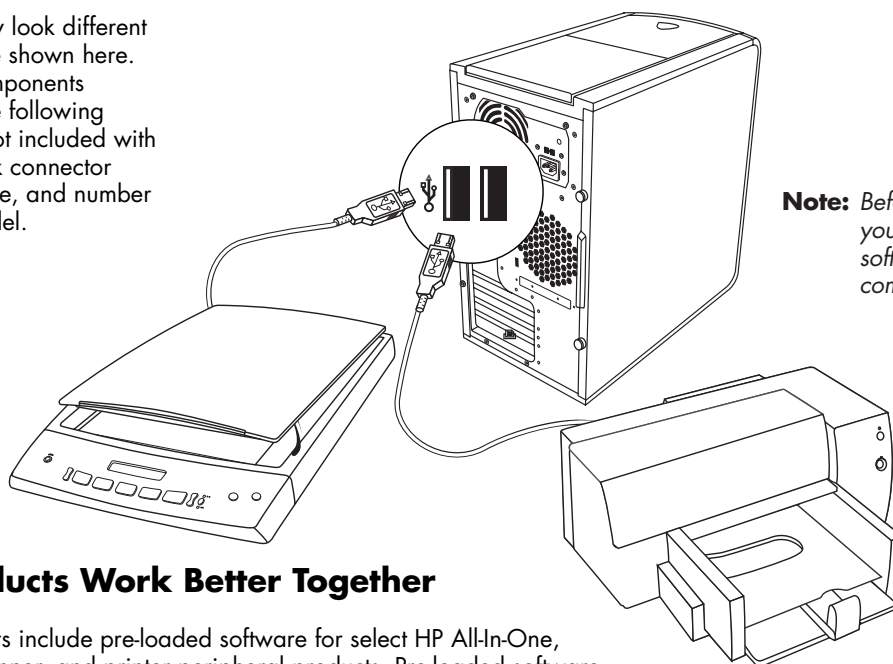
Symbol	Description
	Mouse (PS/2)
	Keyboard (PS/2)
	Universal Serial Bus (USB) for mouse, keyboard, digital camera, or other device with a USB connector
	Printer (parallel)
	Monitor
serial	Serial port for digital camera or other serial device
	Speaker

Many peripherals and external devices are Plug and Play. *Plug and Play* describes the ability to add or remove components without any special procedures such as resetting jumpers and testing for conflicts. When you add a Plug and Play peripheral, the PC recognizes it and obtains the best driver for the device.

Symbol	Description
	Audio Line Out (powered speakers)
	Audio Line In
	Headphones
	Microphone
	Joystick/MIDI
	FireWire for video cameras or other devices with very fast transfer rates

PC Back Connections

Your PC may look different from the one shown here. External components shown in the following figure are not included with the PC. Back connector location, type, and number vary by model.



Note: Before using your components, you may need to install the software that came with the component.

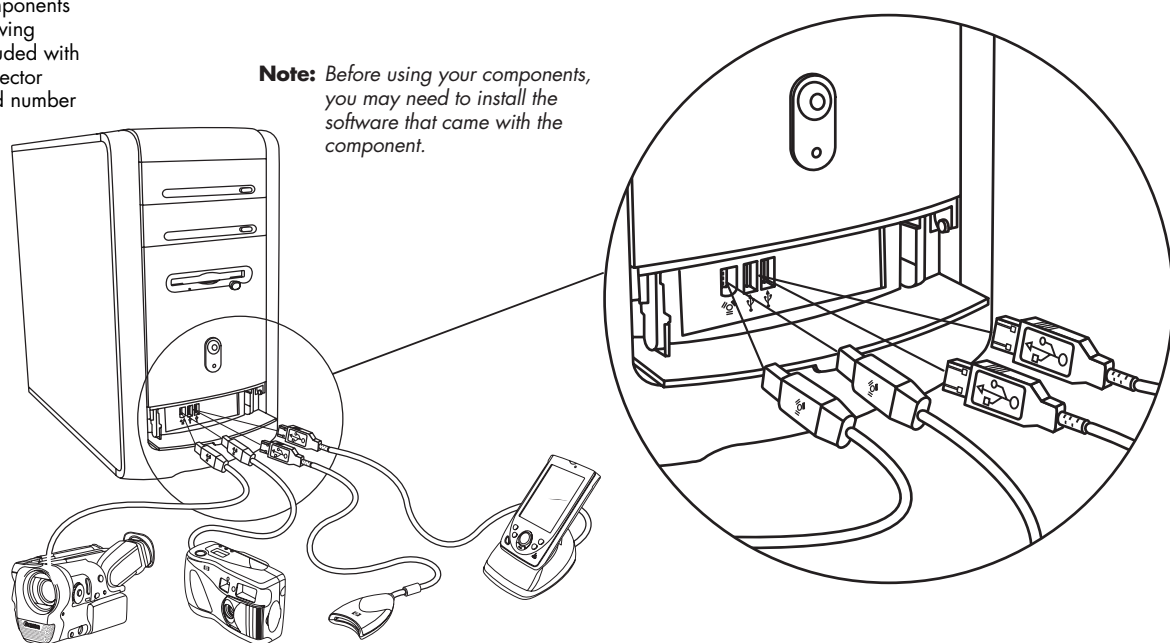
HP Products Work Better Together

HP computers include pre-loaded software for select HP All-In-One, camera, scanner, and printer peripheral products. Pre-loaded software simplifies and speeds product setup for HP peripherals. Simply connect the HP peripheral product, turn it on, and your HP PC automatically configures it so it is ready to use.

PC Front Connections

Your computer may look different from the one shown here. External components shown in the following figure are not included with the PC. Front connector location, type, and number vary by model.

Note: Before using your components, you may need to install the software that came with the component.



Register with HP

Register your HP Pavilion home PC with Hewlett-Packard so HP can assist you with your technical support needs (select models only).



Register with HP

First name:	*	
Middle name:		
Last name:	*	
Country/Region:	*	United States
Zip/Postal Code:	*	
Street Address:	*	
Apt or Bldg/MS:		
City:	*	
State/Province:	*	
E-mail address:	*	
Area Code:	*	
Telephone:	*	

[Click here to read the Hewlett-Packard Privacy Policy](#)

☒ Also register with Microsoft. [\(Click here to read the Microsoft Privacy Policy\)](#)

* indicates a required field

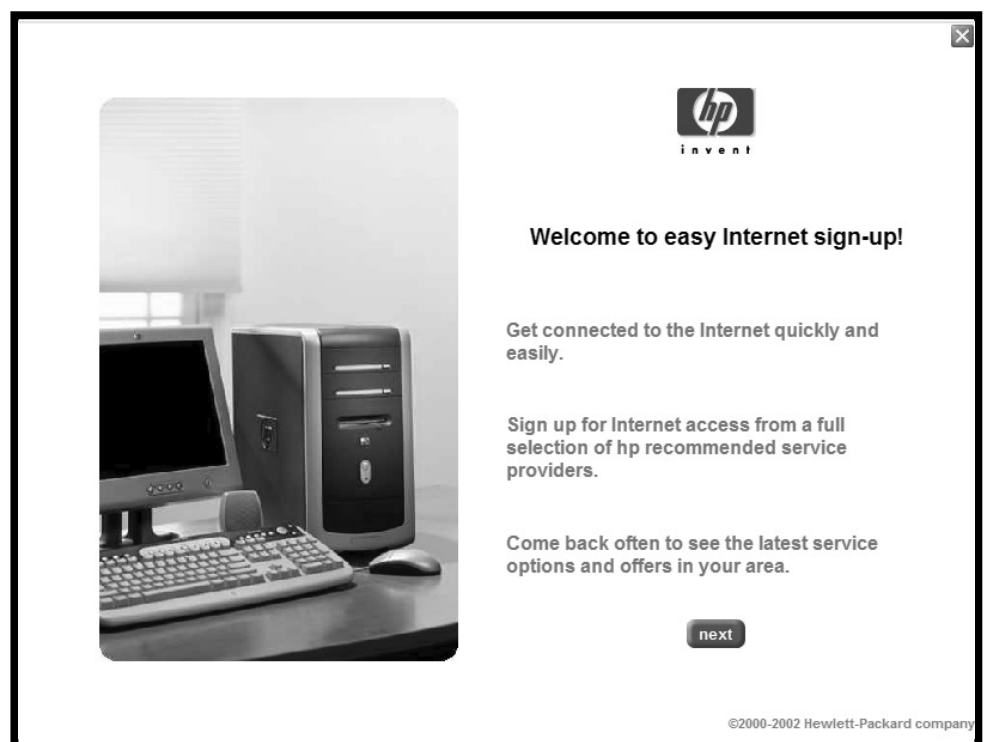
To continue, click **Next**.

Skip  Next 

Internet

Click **Start**, choose **All Programs**, and then click **easy Internet sign-up** for a simple step-by-step wizard to guide you through setup for the Internet and e-mail.

For information about modem setup, the Internet, and e-mail, see the related sections inside this guide. You can also find helpful information by clicking **Start, Help and Support**, and then **My HP Pavilion PC** (select models only).



HP Desktop

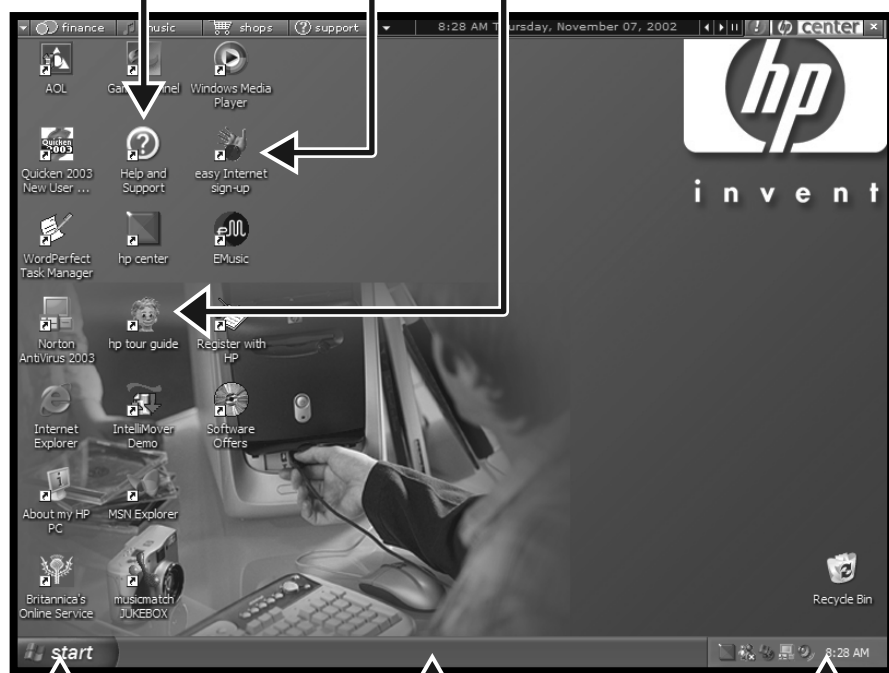
The HP desktop has shortcut icons that make it easy to find the things you need. Click the icon to find out more information about that program.

Note: The screen on your computer may not match the screen pictured here.

Help and Support

Easy Internet Sign-up

HP Tour Guide

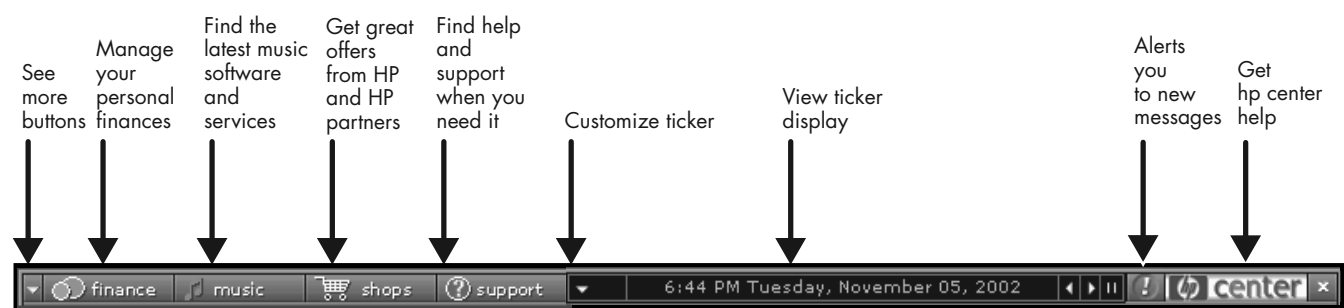


Start button

Taskbar

System tray

HP Center



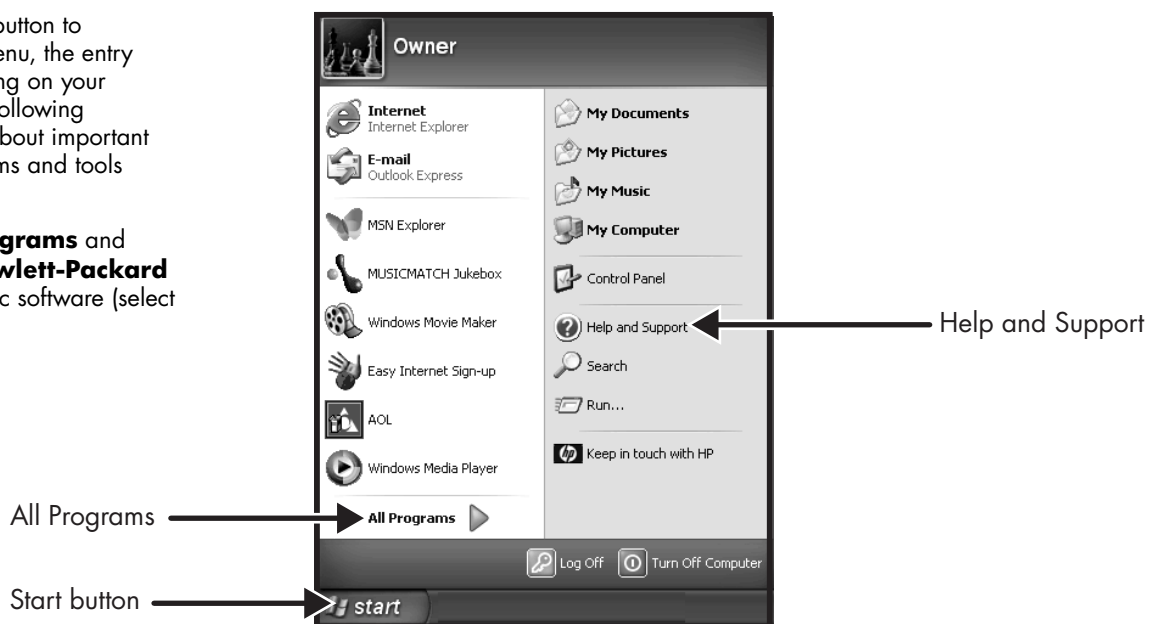
Start Here

Click **Start**, choose **All Programs, hp center**, and then click **hp center** again. Get the latest support updates and receive great Internet deals on shopping, personal finance, music, and entertainment.

Start Menu

Click the **Start** button to view the Start menu, the entry point to everything on your PC. Look at the following pages to learn about important software programs and tools available to you.

Choose **All Programs** and then choose **Hewlett-Packard** to find HP-specific software (select models only).



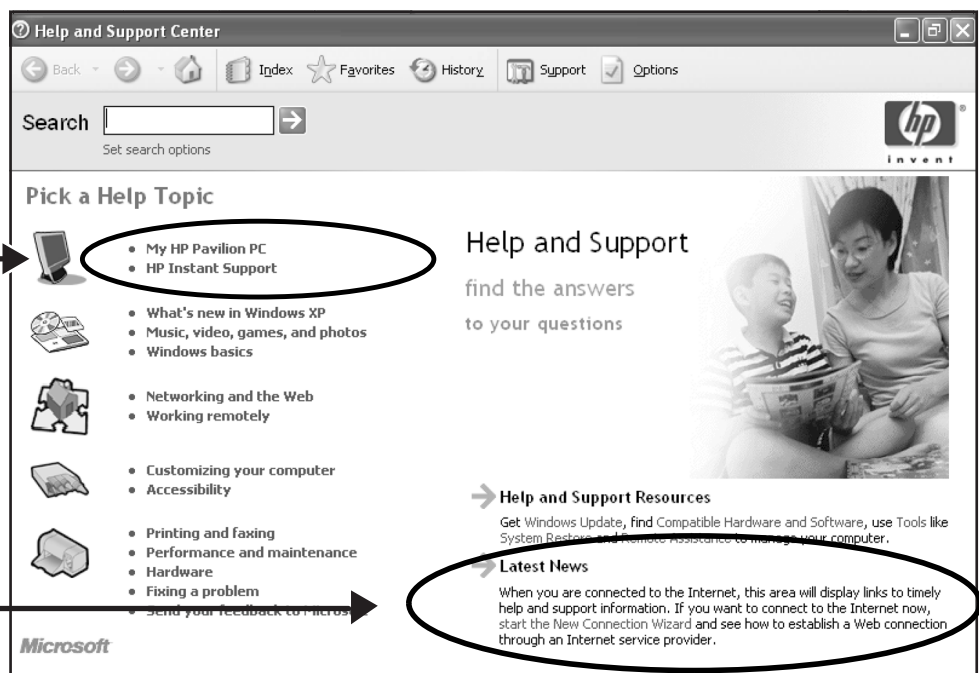
Note: The screen on your PC may not match the screen pictured here.

Help and Support

Click **Start** and then **Help and Support** to learn about your PC and get your questions answered.

HP Pavilion information and support (select models)

Help and support news

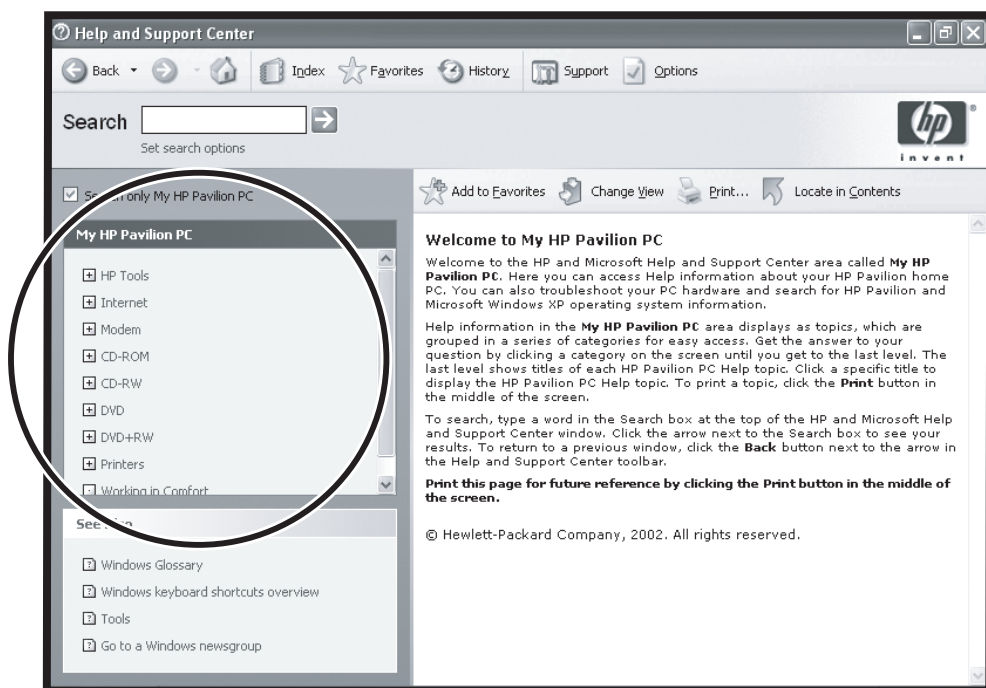


Start Here

My HP Pavilion PC

Learn how to use your HP Pavilion home PC

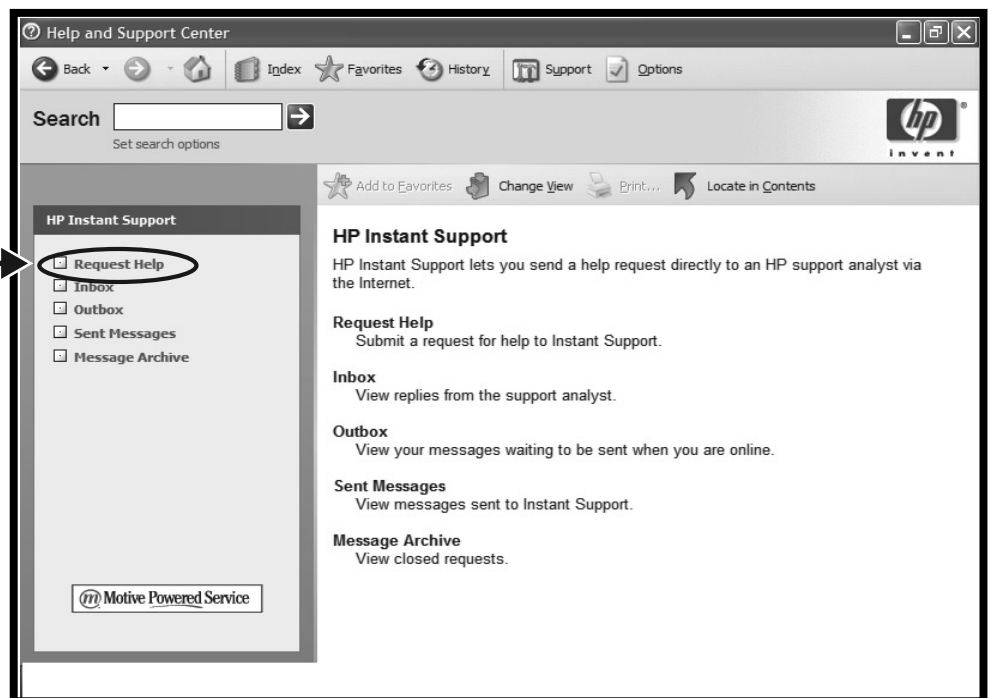
Click **Start, Help and Support**, and then **My HP Pavilion PC** for detailed instructions and information about your PC (select models only).



HP Instant Support

Send a help request →

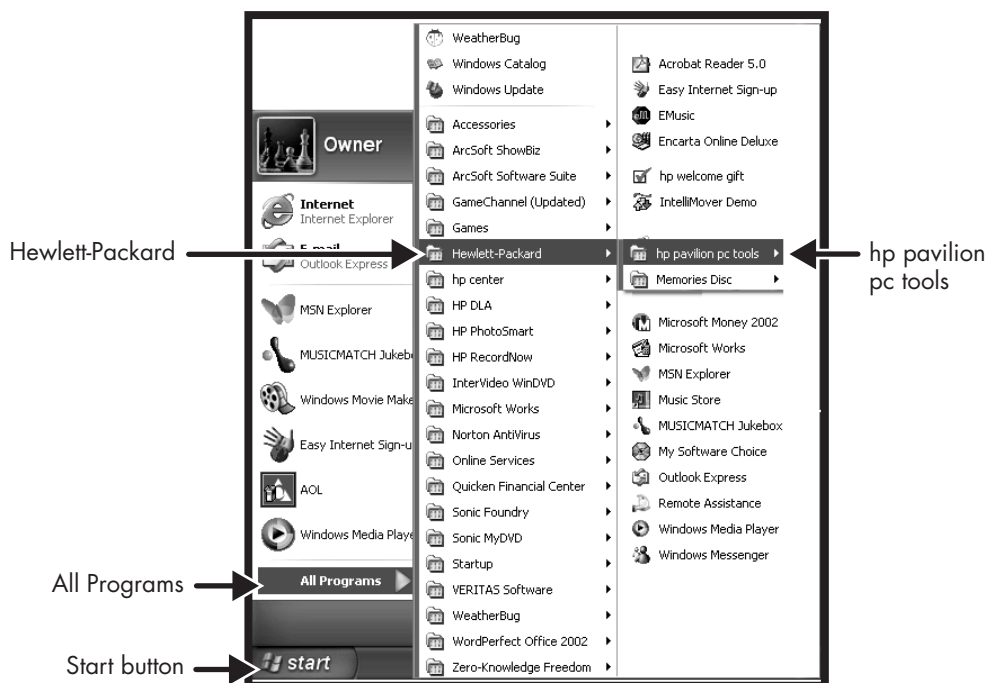
Click **Start, Help and Support**, and then **HP Instant Support**. Run tests yourself, or contact an HP Support analyst for help over the Internet (select models only).



Start Here

All Programs

Click **Start** and then choose **All Programs** to find all the software programs on your PC. Choose **Hewlett-Packard**, and then choose **hp pavilion pc tools** to find HP drivers and the HP Tour Guide (select models only).



Note: The screen on your PC may not match the screen pictured here.

HP Tour Guide

Click **Start**, choose
All Programs,
Hewlett-Packard, choose
hp pavilion pc tools, and
then click **hp tour guide**
(select models only).

Or

Click the icon on the desktop
(select models).



Let the HP Tour Guide show
you the desktop and the basics
of the Internet and e-mail.



Start Here

Your HP Pavilion home PC Support Guide

You can get help over the telephone from HP.

See the *Support Guide* included with the computer documentation for the terms of your HP Pavilion warranty coverage, for license information, and for support telephone numbers and addresses.

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

hp pavilion home pc
support guide

✓ where to get help
✓ warranty and license information
✓ declaration of conformity
✓ operating specifications
✓ regulatory and safety information



Note: Your document contents may vary.

HP Web Sites

Type these Web site addresses into the Address box of your Internet browser, and then press the Enter key on your keyboard to find helpful information from HP online.

<http://www.hp.com>

This main Web site has the latest information about your HP Pavilion home PC and all your HP products. Receive technical support, download software updates, and find out about HP's home and business services.

<http://www.hp.com/cposupport/>

Use this worldwide Web site for all your technical support needs.

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 the computer documentation.

Recovery System and Hard Drive Space

HP Pavilion home PCs with Windows XP feature a recovery partition included on the hard drive, along with a recovery CD creator program. This program allows you to make your own recovery CDs. The recovery process, either application or operating system, offers the following advantages:

- **Selective:** Ensures that the recovery data is matched to the particular PC model. You can easily recover only the application or system software you need.
- **Non-destructive:** Recovers only the software you need; preserves user data and files.

System recovery using recovery CDs has two options:

- **Standard Recovery:** This is a non-destructive recovery, which recovers factory-shipped programs, drivers, and the operating system without affecting data files.
- **Full System Recovery:** This recovery erases hard disk drive data, reformats the drive, creates a new disk partition, and then installs the operating system. You must reinstall any software that was not installed on the computer at the factory.

Instructions for using system recovery and application recovery, and creating your recovery CDs are in this guide: refer to "Using Application Recovery and System Recovery." To view the space used by the recovery partition on the hard drive, or to delete undesired software titles, refer to "Freeing Up Space on Your Hard Disk Drive."

Introducing the Quick Start Guide

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 Warning



Warning: *Install the PC near an AC outlet. The AC power cord is your HP Pavilion 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.*

Using the Quick Start Guide

Thank you for purchasing the HP Pavilion home PC. The setup poster shows you how to connect your PC, and this *Quick Start Guide* helps you continue from there.

Note: Set up the PC near a telephone line so you can connect the modem for Internet access.

In this *Quick Start Guide*, learn how to:

- Turn the PC on and off.
- Set up an Internet account and connect to the Internet.
- Adjust the speaker volume.
- Insert and remove a CD disc.

- Use the CD-ROM, DVD-ROM, CD-RW, or DVD+RW/+R drive to play music, watch movies, or record information.
- Use HP Pavilion PC Tools (select models only).
- Save power with standby and hibernation modes.
- Solve common problems.

Finding Additional Information

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

Information about the PC is in the onscreen Help and Support Center. Just click **Start**, and then click **Help and Support**.

Information about the internal parts of the PC chassis is in the *Upgrading and Servicing the PC* guide included with your PC (installed on your system or printed). To view guides installed on your PC, refer to "Using HP Pavilion PC Tools" on page 74.

Note: *The Upgrading and Servicing the PC guide requires you to turn off the PC and disconnect it from any Internet and network connections, and from power. If the guide is installed on your PC, print it for future reference.*

You can find online guides and information for your PC:

- 1** Type the Support Web address from your *Support Guide* into your browser address box, and press the Enter key on your keyboard.
- 2** In the search box, type your product name or number (734n, for example) and click the search arrow. The product number is on the lower front of the PC chassis.
- 3** Click the manuals item to see a list of manuals for your PC.

Setting Up the PC

Follow the setup poster to set up the PC in your work area and then read the topics in this section to turn on the computer for the first time and to finish the registration process (select models only).

After registering, install any software programs that came on CDs or DVDs included in the PC box (select models only).

Note: *Some programs are preinstalled on the PC. Before installing a program, check to see if it is already installed on your system.*

Add any printer, scanner, camera, or other peripheral equipment you have for your system. Many peripherals, external devices, memory, and add-in cards are Plug and Play.

Note: *When you add a Plug and Play peripheral, the PC recognizes it and obtains the driver for the device.*

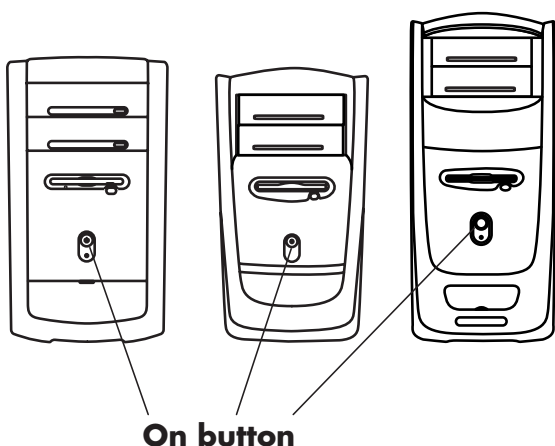
Turning On the PC for the First Time

After you've completed the steps on the setup poster, you're ready to turn on the PC.

First, press the Power button on the monitor. Then, press the On button on the front of the PC.

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

Your PC may look different from the ones shown here.



When you first turn on the PC, a series of startup windows appears. For some models, click a language option and then click **OK**. Confirm your selection by clicking **Yes**. Wait up to 30 minutes while the PC makes preparations.

Proceed with the initial Microsoft® Windows® setup by answering a few questions.

Registering with HP

You may be prompted to register the PC with HP (select models only). Register so you can receive changes, updates, and support.

You can register any of these ways:

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

Making Recovery CDs

In the unlikely event that there is damage to the hard disk drive or it needs replacing, you must use recovery CDs to reinstall the operating system and software. Make the recovery CDs for your PC now, before a need occurs; refer to "Using HP Recovery CD Creator" on page 91. This program assembles the necessary files and writes the information onto CDs.

Getting Help

See the *Support Guide* included with the PC documentation for the terms of your PC warranty coverage and for support telephone numbers.

Protecting the PC

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

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.

New types of viruses are invented all the time. Get regular updates of your virus-scanning software from the program manufacturer.

If a software program or the operating system gets damaged, reinstall the software. Refer to "Using Application Recovery and System Recovery" on page 87 for details.

When your PC has software problems, it's possible that a voltage spike, power outage, or brownout has occurred. 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, so it is a good idea to consistently make backup copies of your data files. Prevent voltage spikes by installing a surge suppressor made for use with PCs between the power outlet and the PC power cord.

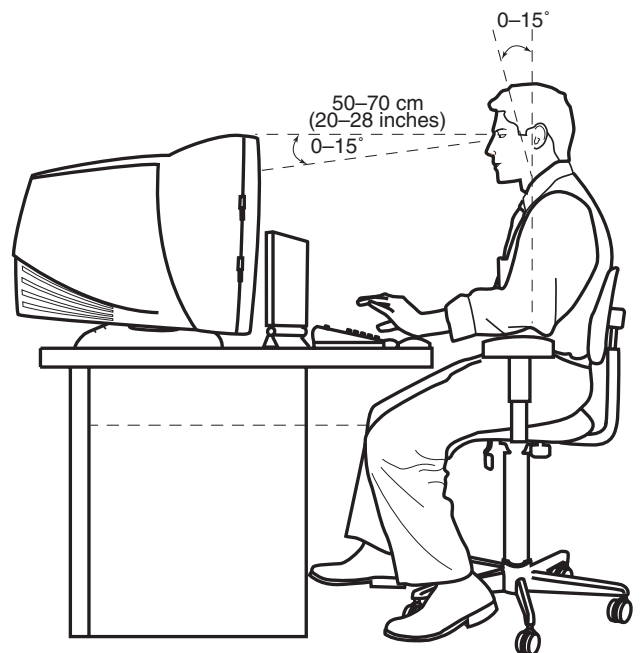
Working in Comfort

Before you begin using the PC, set up the PC and your work area to maintain your comfort and productivity. Refer to "Safety and Comfort Guide" installed on your PC for important ergonomic information. Just click **Start, All Programs, Hewlett-Packard, hp pavilion pc tools,** and then click **Safety and Comfort Guide.**

Find important safety and ergonomic information on the Internet; type <http://www.hp.com/ergo> into your Web browser address box, and then press Enter on the keyboard.



Warning: To reduce the risk of serious injury, read "Safety and Comfort Guide." It describes proper workstation setup, posture, and health and work habits for computer users, and provides important electrical and mechanical safety information. This guide is located on the Web at <http://www.hp.com/ergo>



Using the PC

Introducing the Basics

Windows operating system

The operating system for your PC is Microsoft Windows XP. Windows displays the desktop on the monitor. The taskbar with the Start button appears at the edge of the desktop display.



Start menu

Click the **Start** button 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.

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.

HP Center

HP Center is a service that brings you support updates, special offers, and product news.

Note: *HP Center is not available in all models.*

To open HP Center:

- 1 Click **Start** on the taskbar.
- 2 Choose **All Programs**.
- 3 Choose **hp center**, and then click **hp center** again. The HP Center toolbar appears.

Or

- 1 Right-click the **HP Center** icon in the system tray area of the Start taskbar.
- 2 Choose **Open**.
- 3 The HP Center toolbar appears.

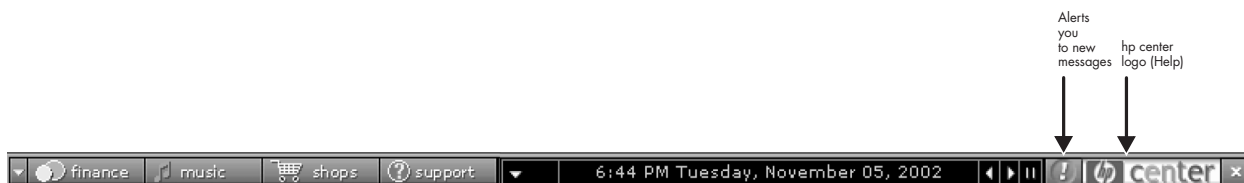


HP Center displays different topics of information and updates the information when your PC is connected to the Internet and idle. Display the information by clicking a button on the toolbar.

You can read HP Center content even when you are not connected to the Internet.

To view HP Center content, open HP Center and do any of the following:

- 1 Click the alert exclamation point button on the toolbar when it is red to view new information. 
- 2 Click a button, such as Finance or Music. The toolbar shows up to six buttons, based on your monitor resolution and desktop settings.



- 3 Click the down arrow on the left end of the toolbar to select other buttons from a drop-down menu.
- 4 Click the down arrow on the left end of the toolbar, and then click **Customize** to add, remove, or change the order of the buttons.
- 5 Click the **hp center** logo on the toolbar, and choose **Help** for detailed instructions.



Help and Support

To open the Help and Support Center, press the Help button on your keyboard, or click **Start** on the taskbar and select **Help and Support**.

HP Instant Support

Note: HP Instant Support is not available in all models.

When you need assistance to solve a PC-related problem, use HP Instant Support:

- 1 Click **Start** on the taskbar, and click **Help and Support**.
- 2 Click **HP Instant Support**.
- 3 Click **Request Help**.
- 4 Follow the onscreen instructions to run a test or submit a problem to HP Instant Support.

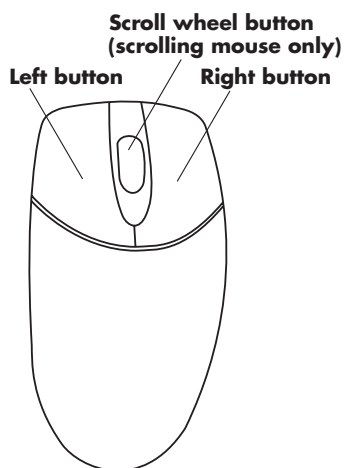
When you submit a problem, you communicate over the Internet with an HP Support analyst who works with you.

Using the Mouse

Your PC includes a plain or a scrolling mouse. The mouse uses a roller ball or optics (a light) to sense movement and causes the cursor on the screen to move.

Note: Use the mouse on a flat surface. The optical mouse cannot work on a glass, translucent, or reflective surface.

The mouse has two 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 available for the item you clicked.



You can change the configuration of these two mouse buttons for left-handed use. Refer to "Reverse your mouse buttons" in the onscreen Help and Support Center.

Use the center wheel button to scroll or select items on the screen:

- Scroll through a document without having to click the scroll bar on the screen.
- Use the autoscroll feature to have the document scroll automatically.
- Skim through a document.

The scroll feature

Click the left mouse button to place the cursor in the document. To scroll toward the beginning of a document, roll the mouse wheel button up (away from you). To scroll toward the end of a document, roll the wheel button down (toward you).

To use the autoscroll feature

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

To use the panning feature

- 1** Press and hold down the 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 wheel button.

Using the Keyboard

Introduction

The keyboard has an arrangement of standard keys, indicators, and special buttons.

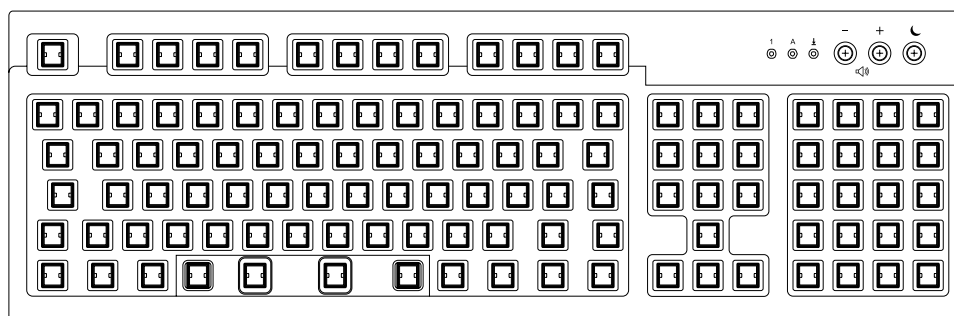
The illustrations show the location of the keys and buttons. The number and location of items on your keyboard may vary from the illustrations.

A wireless keyboard functions the same way as other keyboard types do, except it uses a receiver unit to communicate with your PC instead of a connector cable.

Keyboard features

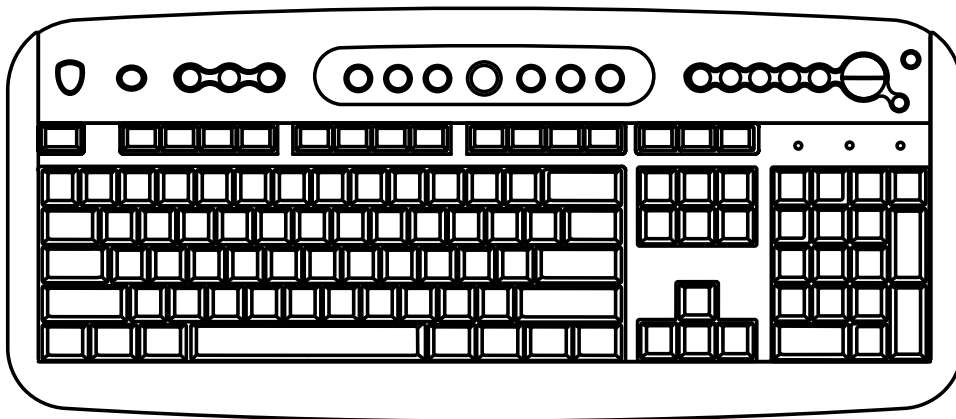
The keyboard for your PC may look like one of these two layouts.

Note: *Your keyboard may not have all the features listed.*



This keyboard enables you to:

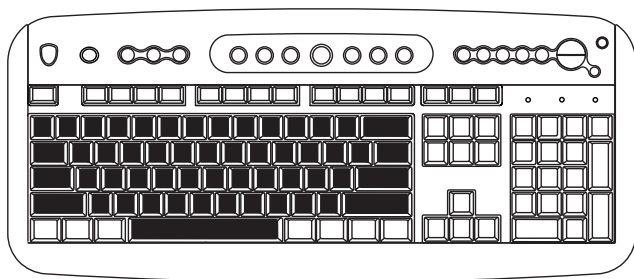
- Adjust speaker volume.
- Place the PC into standby to save power.



This keyboard enables you to:

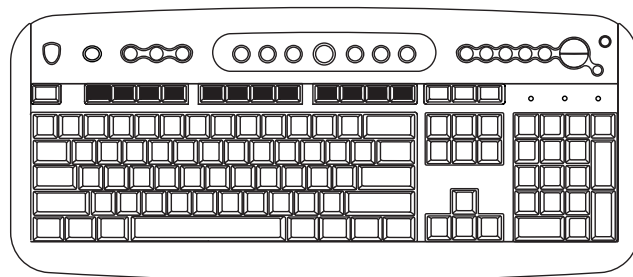
- Adjust speaker volume.
- Customize the buttons to open programs and connect to Internet Web sites.
- Search for information on the Internet.
- Find a file or program on the hard drive.
- Start and stop playing a CD or DVD, skip to the previous or next track, and eject the disc tray (top drive only).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

Alphanumeric keys



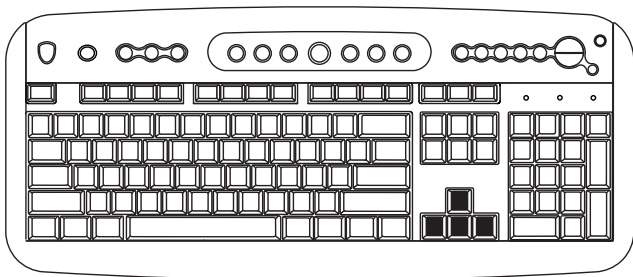
The alphanumeric keys are the main keys found on a standard typewriter.

Function keys



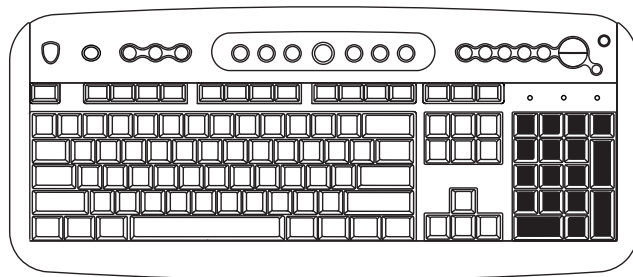
The function keys are the F1 through F12 keys located above the main keys. Pressing F1 displays a Help window for the software program being used. Pressing F3 displays a search window. F1 and F3 are available at all times. Other function key operations may depend on what software program you are using.

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 site, in a document, or in a game.

Numeric keys



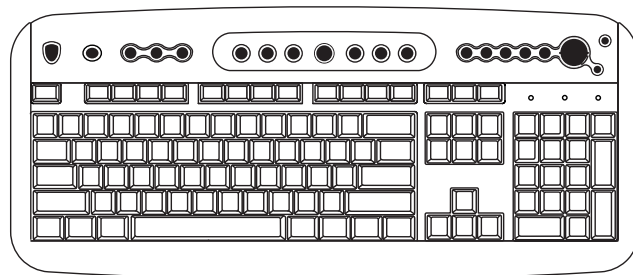
When the Num Lock LED (light-emitting diode) on the keyboard is on, the numeric keys are the number keys and arithmetic functions found on a basic calculator. When the Num Lock LED on the keyboard is off, the numeric keys are directional keys used during games or to move the cursor. Press the *Num Lock* key to lock and unlock the numeric key functions.

Keyboard indicators

Each keyboard indicator is an LED 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.

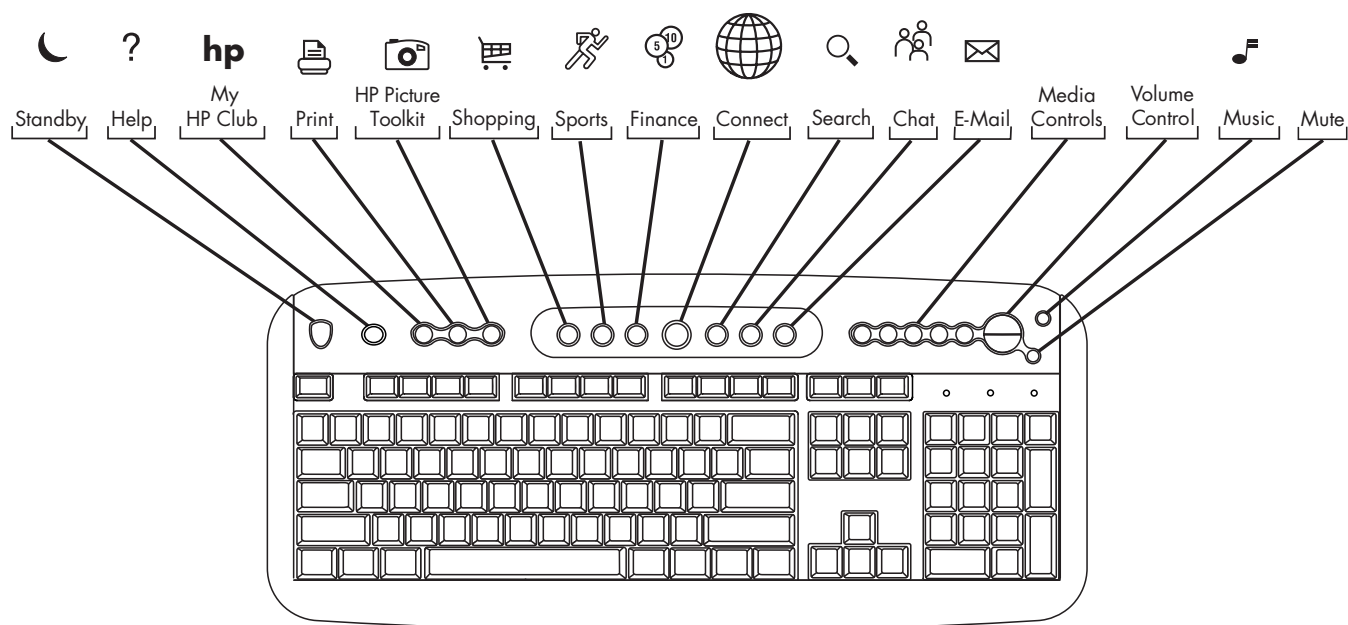
Special buttons



The special buttons (select models only) are 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. See "Buttons" on page 22.

Buttons

The top of the keyboard has a number of special buttons.



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

Icon	Feature	Description
	Standby	Puts PC into power-saving mode (screen is blank but PC is still on). To make screen reappear, press any key on keyboard, or press Standby again. May take 10–30 seconds before screen reappears.
	Help	Opens the Help and Support Center.
	HP	Links to HP Web site.
	Print	Prints documents from most programs.
	Shopping	Goes to popular Web sites. Can be reconfigured to open any site or software program.
	Sports	
	Finance	
	Connect	
	Search	
	Chat	
	E-Mail	

Icon	Feature	Description
	HP Picture Toolkit	Opens HP Picture Toolkit view. Can be reconfigured.
a  b  c  d  e 	Media Controls (CD/DVD/MP3)	Operates CD or DVD player: a – open and close top disc tray b – skip to the previous track c – play or pause d – skip to the next track e – stop
	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.
	Music	Starts MusicMatch Jukebox or Windows Media Player. Can be reconfigured.
	Mute	Turns speaker sound on and off.

The Internet buttons work only if you have established an Internet connection and have signed up with an Internet Service Provider (ISP).

Button configuration

You can reconfigure the special buttons on the keyboard 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** In the Keyboard Properties window that appears, click the **Buttons** tab.
- 6** Double-click the button you want to change. The button configuration window opens.
- 7** Choose the button capability from the drop-down list. Enter the Display label and the Address information. (For a Web site, enter the complete Web site URL in the Address box.)
- 8** Click **OK**.
- 9** On the Buttons tab, click **Apply**.
- 10** Repeat steps 6 through 9 for each button you want to reconfigure.
- 11** Click **OK** when you are finished reconfiguring the keyboard.

Using the Monitor

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. 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.

Modifying monitor display properties

- 1 Click the **Start** button.
- 2 Click **Control Panel**.
- 3 Click **Appearance and Themes**, if it is present.
- 4 Click **Change the Screen Resolution**.
- 5 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.
- 6 Click **Apply**.

Using Speakers

Note: The stereo speakers set is a left-right, 2-channel speaker system, and may be passive (no power button and no power cord) or active (power button or power cord). A multi-channel audio speakers system is an active system with more than 2-channels and may include a subwoofer.

For example, 5.1 channels, referred to as 6-speaker mode, uses two front speakers (left-right), two rear speakers (left-right), a center speaker, and a subwoofer.

The PC may or may not include a set of stereo speakers or a subwoofer. For details on connecting the speakers to the PC, see the setup poster.

If your PC has multi-channel audio speakers capability (select models only), you can connect 4 channels for 4 speakers output or 6 channels for 5.1 speakers output. Refer to "Using multi-channel audio speakers" on page 27.

For information on adjusting the sound level, refer to “Adjusting speaker volume” on page 29.

Using multi-channel audio speakers

If your PC has multi-channel speakers capability (select models only), you can connect speakers for 4 channel or 6 channel output. You must connect your speaker system to the PC and then configure the audio software for sound output.

Note: Multi-channel audio uses the Microphone, Audio (Line) In, and Audio (Line) Out connectors on the back of the PC to connect the multi-channel speakers system to the PC. Refer to “PC Back” (in the “Start Here” section) for the location of the connectors.

To connect your multi-channel speaker system to the PC

- 1 Turn off the PC.
- 2 Connect the three audio cable plugs from the speaker system to the connectors on the back of the PC (see the following table).

Connect speaker channels (plugs)	To PC back connector
Front speakers	Audio (Line) Out (lime-green)
Rear speakers	Audio (Line) In (blue)
Center/subwoofer speakers	Mic-1 (pink)

- 3 Turn on the PC.
- 4 Turn on your speaker system.
- 5 Configure the multi-channel audio output; refer to the next procedure.

To configure multi-channel audio output for speakers configuration

- 1 Click **Start** on the taskbar.
- 2 Choose **All Programs**.
- 3 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.
- 4 Click the **Speaker Configuration** tab. (Your speakers must be connected to see this tab.)
- 5 Select the option describing the number of speakers in your system, for example, **6 speaker mode (for 5.1 channels)**. You can click the **Speaker Test** tab and then click on a speaker to test it.
- 6 Click **OK**.

To configure multi-channel audio output for the DVD player

Note: WinDVD is set up for two (stereo) speaker output. In order to hear all speakers on multi-channel DVD movies, change the audio properties for WinDVD so that they match your speaker configuration (set in the previous procedure) and the recorded DVD capability.

- 1 Insert a DVD or start InterVideo WinDVD Player. (See "Playing a DVD" on page 68.)
- 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 that matches your multi-channel speaker system. Click **Apply**.
You can then test the speakers: click the **Test** button and the WinDVD control panel shows the speaker number being used. Click **Stop**.
- 5 Click **OK**.

Note: *If you want to play a stereo DVD, repeat these steps (1 through 5) and change the audio properties for WinDVD to match the DVD output.*

To use the microphone with multi-channel audio

The multi-channel speaker system 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 another microphone connector in the front of the PC under the access door. If present, this microphone connector is ready to use.

To use the back microphone connector, you must disconnect your multi-channel speakers system and select 2 channel audio setup. To change the audio configuration, see "To configure multi-channel audio output for speakers configuration" on page 28.

Adjusting speaker volume

You can adjust speaker volume by:

- Using the volume knob or buttons on the keyboard.
- Using the volume knob on the speakers (select models only).
- Using the Volume icon on the taskbar.

If you do not see this Volume icon, click **Start, Control Panel, 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.

Note: *Some applications may result in low volume, even when the volume knob is turned to its maximum position. If this is the case, double-click the **Volume** icon on the taskbar and increase the Volume.*

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.

Using a Microphone

Your PC comes with one microphone connector in the back of the PC. Some models have another microphone connector in the front of the PC. Only one microphone connector works at a time, and the back connector is ready to use. 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 "To use the microphone with multi-channel audio" on page 29.

To connect a microphone to the front of your PC, 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**, **Control Panel**, **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 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 In the Volume Control window, 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*.)
- 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, whether it is connected to the front of the PC or to the back, follow the procedure below:

- 1 Double-click the **Volume** icon on the taskbar. The Volume Control window opens. 
- 2 In the Volume Control window, 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 of Microphone Balance.
Note: *If the volume is now acceptable, proceed directly to step 10.*
- 7 To make finer adjustments to the sound, click the **Advanced** button, and then select the (Microphone) **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 a Television

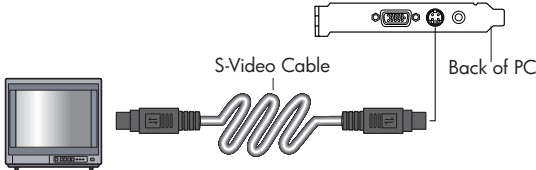
Your PC may have TV-out capability, which means you can connect it to a television to view the computer image on a TV. With the TV-out feature, you can view the computer image, watch DVD movies (if you have a DVD player), or play games on your TV.

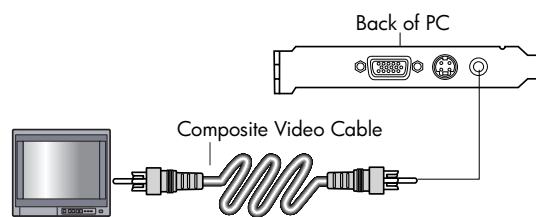
Cables you may need

To connect a TV to the PC, you may need a video cable and an audio cable. The type of video cable 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 computer, an S-Video adapter cable.

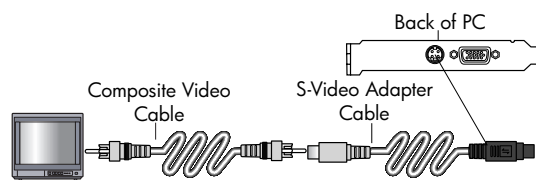
Connecting to a TV set

To connect a TV to the PC:

- 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.
- 
- The diagram shows a side view of a PC case with an S-Video cable plugged into the S-Video jack on the back panel. The cable is labeled 'S-Video Cable'. To the left, a TV is shown with the other end of the S-Video cable plugged into its S-Video jack. The TV is labeled 'TV'.
- 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.



- 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 Connect audio cable: To have sound come from your TV and not from your PC, plug an audio cable into the Audio input jack (Line In) on the TV and then plug the other end into the Line Out jack (lime green connector) on the back of the PC.

Viewing the PC image on TV

Important: *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.*

To view your PC image on the TV:

- 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 the computer.

- 4 When the Windows desktop appears, right-click an empty area of the desktop.
- 5 Click **Properties**.
- 6 Click the **Settings** tab.
- 7 Click the **Advanced** button.
- 8 Click the **nView** tab, if available, and under *nView Modes* select **Clone** to view the computer image on your PC monitor and your TV simultaneously.

Important: *You can view the PC image on just the TV. Under nView Modes, select **Standard [nView disabled]**, click the **Device Settings** button, choose **Select Output Device**, and then select the **TV** option.*

- 9 Click the **OK** button, and then click **OK** again.
- 10 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.

Disabling the TV option

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

To disable the TV option:

- 1 Right-click an empty area of the screen.
- 2 Click **Properties**.
- 3 Click the **Settings** tab.
- 4 Click the **Advanced** button.
- 5 Click the **nView** tab, and then select the **Standard [nView disabled]** option.

Important: *If you viewed the PC image on just the TV, do the following: With **Standard [nView disabled]** selected under nView Modes, click the **Device Settings** button, choose **Select Output Device**, and then select the **Analog Display** option.*

- 6 Click the **OK** button, and then click **OK** again.
- 7 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 at the TV and the PC.
- 4** Remove the audio cable at the TV and the PC.
- 5** Reconnect your computer speaker cable to the Line Out jack (lime green connector) on the back of the computer.

Turning Off the PC

You can 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.

For information on alternatives to turning off the PC, see the next section "Putting the PC into Standby and Hibernation Mode."

Putting the PC into Standby and Hibernation Mode

As an alternative to shutting down the PC, you can put the PC in standby mode. To conserve power, you can automatically put the PC into standby and then hibernation by setting the power management timers.

Standby mode

When the PC is in standby mode, it goes into a low-power state and the monitor is blank as if it's turned off. 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. With standby mode, you can save electricity without having to wait for the PC to go through the normal startup routine when you turn it on.

Standby mode also allows faxes to come through to the PC, and it enables the PC to automatically retrieve e-mail messages and download information from the Internet, if you have programmed the PC to do so.

To manually put the PC in standby:

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

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

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

If the PC does not work properly when you wake it from standby, reset the PC: press and hold the On button on the front of the PC for approximately 5 seconds until the system turns off. Then turn the PC back on.

Note: *Using the On button to reset the system is not recommended and should be used only as a last resort.*

Hibernation mode

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

To manually put the PC into hibernation:

- 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 first need to set up your PC for hibernation; refer to steps 1 through 6 of "Automatic standby or hibernation mode" on page 40.*

- 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, restart the PC:

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

Automatic standby or hibernation mode

To automatically put the PC into standby or hibernation mode, 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** Check if the auto-hibernation feature is enabled by clicking the **Hibernate** tab and seeing if a check mark is in the *Enable hibernation* check box. If necessary, enable the feature by clicking the check box so that a check 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/or hibernation. In the Power Schemes box, select a power scheme from the drop-down list. Choose the timers:
 - To turn on auto-standby for the PC, click a time (such as **After 20 mins**) in the System standby list.
 - To set the timer for auto-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**.

Setting Up and Using the Internet

Your HP Pavilion comes with:

- Access to the ISPs in your area. Some ISPs offer a traditional dial-up service, and others offer faster technologies such as Digital Subscriber Line (DSL) and cable. (DSL, ADSL, and cable ISPs are not available in all countries/regions.)
- Internet Explorer Web browser.
- Outlook Express e-mail software program.
- V.92-ready modem and modem software (not available in all models).
- LAN (local area network) card (select models only).
- Special keyboard buttons to access the Internet (select models only).

Introducing the Internet

What is 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 ISP.

What is an ISP?

Internet Service Providers (ISPs) are businesses that give you access to the Internet, and most of them provide an electronic mail service (e-mail). There is usually a monthly fee for this service.

The types of connection vary and may be a telephone dial-up modem, a LAN (local area network), cable modem, or DSL (Digital Subscriber Line).

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 use the browser program of your choice. Some ISPs provide their own browser.

What is the World Wide Web?

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 site 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.

What is a URL?

The URL (Uniform Resource Locator) identifies a file location, typically in the form

http://www.name.extension

The URL contains the protocol and the pathway to a site and 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.

What is an e-mail address?

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_name

The *domain name* is usually the name of the ISP or organization, and includes an extension identifying the kind of organization the ISP is.

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 54.

How do I search the Internet?

The browser program you use includes a Search feature. You may need to click a button or select the feature from a menu to display it, depending on the type of browser program it is.

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 access to the Internet Explorer Search. (If the 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*. Search engines use a number of ways to find information.

Setting Up the Modem

The modem is used for connecting to an ISP that provides telephone dial-up connection to the Internet. 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). See "Setting Up the Network Interface Adapter" on page 47 if you are connecting through a LAN. Check with your ISP for specifics on your connection.

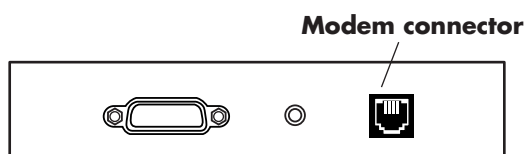
Note: Your PC may not come with a modem.

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 in the PC.

The 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 looks similar to one of the following illustrations.

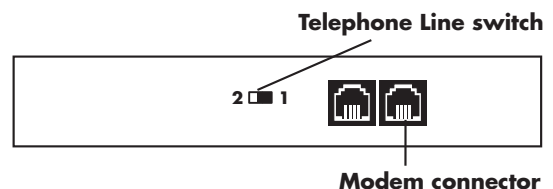
Note: Your PC may have only one modem/telephone connection.



Or



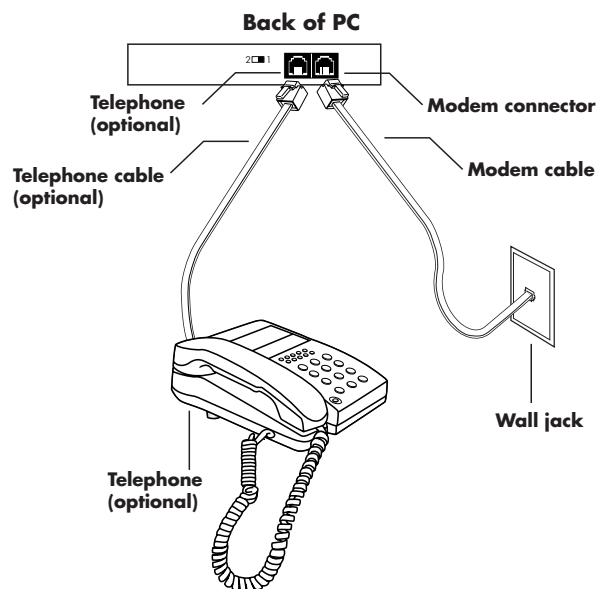
Or



Your PC may also have a network interface adapter that uses a RJ-45 port and network cable to connect to a LAN (local area network). Although it looks similar to the RJ-11 modem connector, the RJ-45 network connector is not the same. Refer to "Setting Up the Network Interface Adapter" on page 47.

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

- 1** Plug one end of a modem cable into the modem connector on the back of the PC. This connector may be labeled with either *Line* or a modem connector symbol.
- 2** Plug the other end of the cable into the telephone service line jack on the wall.
- 3** On modems with a Telephone Line switch, make sure the switch is in position 1.



You can also connect a telephone to the other connector on the modem (optional). 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 to V.92

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

Important: *Your ISP must support the V.92 standard in order to use any of the V.92 features. Also, to use the Modem on Hold (MOH) feature, you must subscribe to call waiting or other call management services from your telephone service company.*

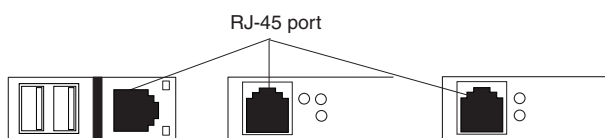
Setting Up the Network Interface Adapter

The network interface adapter (also called a network interface card, or *NIC*) provides a high-performance connection to an Ethernet (10BaseT) or Fast Ethernet (100BaseT) network. After this adapter is connected to a LAN (local area network), you can connect to the Internet through the LAN. For information about high-speed providers, click the **easy Internet sign-up** icon found on the desktop or in the Start menu under All Programs.

This network connection also allows you to share printers, data, and other devices among your PCs.

Note: *Your PC may not come with a network interface adapter.*

Locate the RJ-45 port on the back of the PC.
(Refer to the illustration that matches your PC.)



To connect the network interface adapter to the network:

- 1 Plug the network cable into the RJ-45 port on the network adapter. The port is located on the back of the PC.

Note: Do not connect a telephone cable (RJ-11 connector) to the network adapter port (RJ-45).

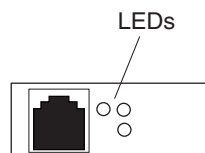
- 2 Plug the other end of the network cable into a 10BaseT or a 100BaseT port on the network hub.

Note: The hub is a device to which all computers on the network are connected.

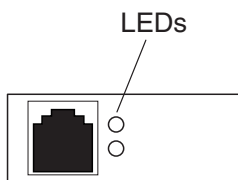


Warning: *DO NOT plug the network cable into a telephone line. Although the plug on the network cable looks similar to the plug on a telephone cable, they are not the same.*

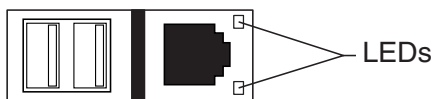
- 3 With the PC turned on, check the LEDs (light-emitting diodes) on the network adapter. (Refer to the illustration that matches your system.)



- **10 LNK** — Lit green when connected to a 10BaseT port
- **100 LNK** — Lit green when connected to a 100BaseT port
- **ACT** — Lit during network data transfer activity



- **100** — Lit green when connected to a 100BaseT port
- **LINK** — Lit green with valid network connection



- **LINK** — Lit green with valid network connection
- **ACTIVITY** — Lit yellow during network data transfer activity

Setting Up Your Internet Account

Before you can connect to the Internet, you need to sign up with an Internet Service Provider (ISP).

HP has made arrangements with leading ISPs in your area to help you sign up for Internet service. Use Easy Internet Sign-up to sign up with an ISP. The software programs for available ISPs are part of your system.

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 with an ISP using Easy Internet Sign-up

Easy Internet Sign-up helps you sign up for a new Internet account, set up an existing account, or configure Internet access using a LAN (local area network), cable modem, or DSL (Digital Subscriber Line).

- 1 Connect the telephone service line to your modem by using the modem cable. Refer to the setup poster and to "Setting Up the Modem" on page 44.

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

- 2 Open Easy Internet Sign-up:
 - Double-click the **easy Internet sign-up** icon on the desktop.



Or

- Click **Start** on the taskbar. Choose **All Programs**. Click **easy Internet sign-up**.

- 3 Follow the onscreen instructions.

Connecting to the Internet

A Web browser program searches for, finds, and displays Web site information. How you access and 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.

Using ISP-provided browser

If you have signed up for an ISP that provides the browser, you can open the browser program and connect to the Internet by using either of the following methods:

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

Or

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



Using any browser

If you signed up for Internet access with an ISP that allows any browser, use Internet Explorer or another Web browser to explore the Internet. To connect to the Internet, use either of the following methods:

- Click **Start** on the taskbar, choose **All Programs**, and click **Internet Explorer**.



Or

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



Once you are connected to the Internet, your browser displays your designated home Web page.

You can go to a particular Web site by entering the address (such as <http://www.hp.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.

Visiting the Hewlett-Packard Web Site

The Hewlett-Packard Web site is dedicated to HP Pavilion home PC owners and to the entire HP product line. There you will find the latest news and information about all of your HP products. You can receive technical support, download software and driver updates, and find out about HP's home and business services.

To go to the HP Web site:

- 1 Establish a connection to the Internet.

- 2 Type *http://www.hp.com* into your browser Address box, and press the Enter key on your keyboard.
- 3 Select your country/region, and then click the arrow to the right of the list.

From this Web page, you can select the following links:

Note: *These links may not be available in all countries/regions.*

- **Products & Services:** Find detailed information about all HP products and the various business and personal computing services HP offers.
- **Drivers:** Download software and driver updates.

- **Support:** Receive technical support and detailed product information such as hardware warranties, specifications, and instruction manuals. To go directly to the support Web page for your PC model and find online manuals for it, see "Viewing online manuals" on page 53.
- **Buy:** Buy products, supplies, and accessories online for your home, home office, or business. At this site, you can find special offers on HP products, locate replacement parts, and get addresses of store and service locations that sell and repair HP products.

Note: *For more information, refer to the HP Web site information located in the Support Guide included with your PC.*

Viewing online manuals

Note: Online manuals are associated with specific PC model numbers. Not all models have online manuals.

View online manuals for your PC:

- 1** Establish a connection to the Internet.
- 2** Type the Support Web address from your *Support Guide* into your browser address box, and press the Enter key on your keyboard.
- 3** Select your country/region, and then click the arrow to the right of the list.
- 4** Click the Support link, and then select your model.

To go directly to the English language support Web page for your HP Pavilion model and find online manuals for it, use the following steps:

- 1** Establish a connection to the Internet.
 - 2** Type `http://www.hp.com/cposupport` into your Web browser Address box, and press the Enter key on your keyboard.
 - 3** In the Quick Find box, type your product name and number, and then press the Enter key on your keyboard. For example, *Pavilion xt865* or *Pavilion 7970*. The product number is on the lower front of the PC chassis.
 - 4** When the results window appears, click the product support link for your PC model (language).
 - 5** Click **manuals**.
- Note:** If manuals does not appear, there are no online manuals associated with your model.
- 6** Click a manual title to view it.

Sending and Receiving E-Mail

Your PC comes with an electronic mail (e-mail) software program from Microsoft called Outlook Express. Some ISPs use Outlook Express. Other ISPs provide their own e-mail program and Web browser, and they may not let you use Outlook Express or your preinstalled browser.

Note: *Some models have Microsoft Outlook instead of Outlook Express. For details on using Microsoft Outlook, open the Outlook program and access Help.*

Before you can send and receive e-mail, you need:

- An account with an Internet Service Provider (ISP).
- Microsoft Internet Explorer (included with your HP Pavilion) or other browser program (usually provided by an ISP).

- A telephone dial-up modem connection, or a LAN, cable modem, or DSL connection from your PC to the ISP.

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

If the ISP provides the browser

Follow the ISP's instructions to download 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 each time you connect to your ISP.

If using Outlook Express

After you sign up with an ISP and connect your modem, you can run Outlook Express from the Start menu.

The first time you start Outlook Express, the Internet Connection Wizard window opens if you are not already connected to the Internet. You will need to provide connection information such as an account name and password and the names of an incoming and an outgoing mail server to use Outlook Express. If you are unsure how to answer any of the questions, contact your ISP.

To send e-mail messages

Open the Outlook Express program:

- 1** Click **Start** on the taskbar, and select the **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** button on the toolbar.
- 3** Type in, or select from an address book, the address of each recipient.
- 4** Type the message title in the Subject box.
- 5** Type your message in the New Message window.
- 6** Click the **Send** button on the toolbar when you're 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.

To receive e-mail messages

- 1** Start Outlook Express.
- 2** If necessary, click the **Send/Recv** tool on the toolbar to have Outlook Express deliver 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: *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 Outlook Express, go to the Help menu within the program.

Doing Common Tasks

Understanding Your Drives

The PC has a diskette (floppy) drive (select models only), and one or more compact disc (CD) drives. For the optional 6-In-1 memory card reader, refer to "Using the 6-In-1 Memory Card Reader" on page 58.

There are different types of optical disc drives that may be included with the PC, depending on your PC model:

- CD-ROM drive, which can read audio and data CD discs.
- CD-RW drive, which can read *and* record (burn) audio and data CD discs.

- DVD-ROM drive, which can read CD and DVD discs.
- DVD+RW/+R drive, which can read and write (burn) CD and DVD discs.
- Combination drive, which combines the functions of two drives into one: either a DVD+RW/+R drive and a CD-RW drive, or a DVD-ROM drive and a CD-RW drive.

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

On some PCs, the CD-RW drive is labeled cd writer, the DVD+RW/+R drive is labeled dvd writer, and the combo drive is labeled dvd writer/cd writer combo drive.

Using the Diskette (Floppy) Drive

Insert the diskette into the drive (select models only) until it locks in place. Insert the diskette with the round metal disk face-down and the arrow on the top pointing into the drive.

You can copy files from or to the diskette.

When you are done, check that the light on the drive is off, indicating that the PC is not writing to the diskette, and then press the Eject button on the PC and remove the diskette.

Using the 6-In-1 Memory Card Reader

The optional 6-In-1 memory card reader is accessible on the front of the PC or located inside the lower front cover of the PC. The card reader has two horizontal card slots that accept six types of memory cards and the IBM Microdrive™ disk drive.

You can place media in one or both of the card slots and access 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.

The upper card slot accepts:

- CompactFlash™ type I media
- CompactFlash type II media
- IBM Microdrive disk drive

The lower card slot accepts:

- Secure Digital (SD) Memory Card
- MultiMediaCard (MMC)
- Memory Stick® (MS) Memory Card
- SmartMedia™ (SM) Memory Card

Special note about the Safely Remove Hardware Utility



Warning: 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 6-In-1 memory card reader from your PC; you must restart the PC to see your reader again.

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

To use the 6-In-1 memory card reader

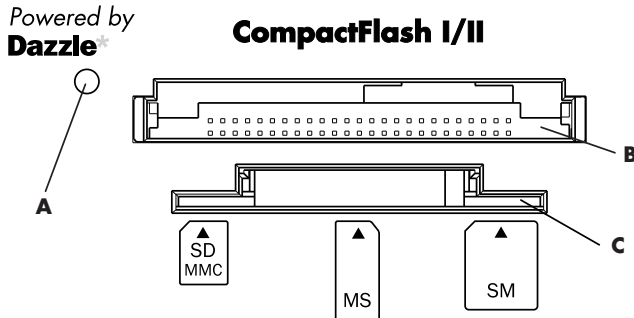
Important: CompactFlash and Microdrive are keyed and cannot be inserted incorrectly. Insert the receptacle edge (holes) of this media into the upper slot.

The Secure Digital (SD) card, the MultiMediaCard (MMC), and the Memory Stick (MS) card must be inserted upside down (gold connector fingers face up). Note the direction of the notched corner on the media.

- 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 access the media contents. You can copy files from or to the media.

3 When you are done, 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 accessing the media.

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



Card	Insert	Into slot
CompactFlash type I media	Receptacle edge (holes)	B (upper)
CompactFlash type II media	Receptacle edge (holes)	B (upper)
IBM Microdrive disk drive	Receptacle edge (holes)	B (upper)
Secure Digital (SD) Memory Card	Upside down (gold connector fingers up)	C (lower)
MultiMediaCard (MMC)	Upside down (gold connector fingers up)	C (lower)
Memory Stick (MS) Memory Card	Upside down (gold connector fingers up)	C (lower)
SmartMedia (SM) Memory Card	Face up	C (lower)

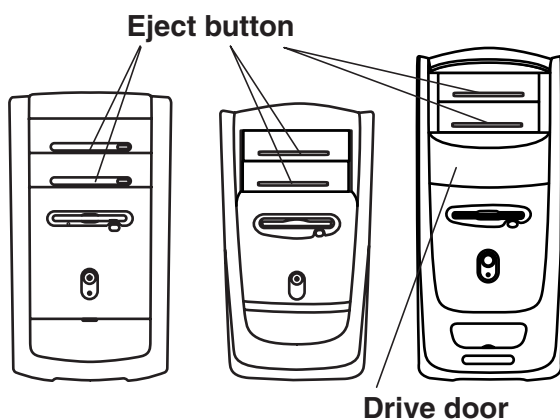
Inserting a CD or DVD

The PC must be turned on to eject the disc tray.

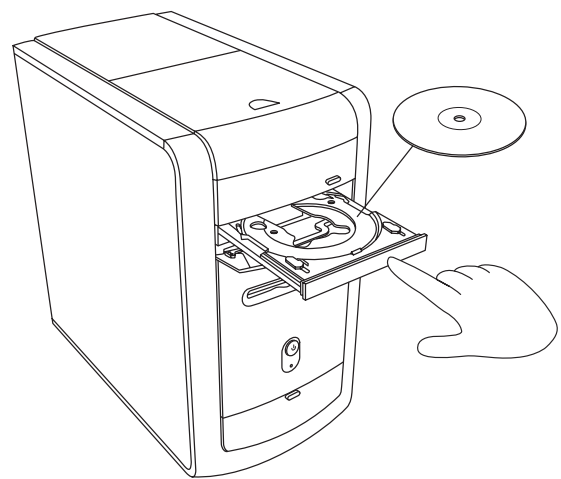
- 1 Press the Eject button near the drive to eject the disc tray.

Note: On some PCs, the media drive is located behind a door on the front of the PC.

Your PC may look different from the ones shown here.



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



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

You can also close the tray by clicking the close/open button on the control panel for the program (such as MusicMatch Jukebox or Windows Media Player) that controls the drive.

Note: *You can close the top drive tray or top two drive trays by pressing the media control open/close button or Eject buttons on the keyboard if your keyboard has them.*

Removing a CD or DVD

Note: *You cannot remove a CD or DVD when the PC is off.*

- 1 Open the disc tray by pressing the Eject button.
- 2 Holding on to the disc edges 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.

Handling CDs

To avoid damaging a CD, follow these guidelines:

- Return the CD 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 CD or place the unlabeled side down on your desk. Doing so could scratch the surface of the CD.
- Store CDs at room temperature.

Playing Music CDs

The PC includes MusicMatch Jukebox (select models) or Windows Media Player. This software lets you play music CDs.

Using MusicMatch Jukebox

This software lets you play music CDs, record digital music files, create music CDs on your CD-RW drive, organize your digital music into libraries, and 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 keeps the song titles.

To play a music CD:

- 1 Insert the music CD into the drive. The MusicMatch Jukebox window opens.

Or

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



- 2 If you are not currently connected to the Internet, the CDDDB Internet Connectivity dialog box appears. If you want to search the Internet for the name of the artist and the song titles on the CD, you will need to connect to the Internet and then click **Continue lookup**. If you don't want to connect to the Internet, click **Quit**.

- 3 To control the CD in the drive, click the buttons in 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 using the media control buttons if your keyboard has them.

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

Using Windows Media Player

This software lets you play music CDs, and play DVDs when you have a DVD drive. You can use it to record digital music files, create music CDs on your CD-RW drive, organize your digital music into libraries, and listen to music or view a music video over the Internet.

To play a music CD:

- 1 Insert the music CD into the drive. The Windows Media Player window opens.

Or

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



- 2 To control the CD in the drive, 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 using the media control buttons if your keyboard has them.

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.

Creating a CD by Using the CD-RW Drive

Note: *The CD-RW drive is available on select models only.*

- 1 Press the Eject button on the door of your CD-RW drive, and place a CD-R or CD-RW disc in the center of the disc tray.
- 2 Close the disc tray by gently pushing the tray into the PC.
- 3 Click **Start** on the taskbar.
- 4 Click **My Computer**.
- 5 Double-click the **CD Drive** icon.

From there, you can copy audio or data files to a CD using the RecordNow CD/DVD Writer software program.

Creating a CD by Using RecordNow

To open RecordNow CD/DVD Writer program:

- 1 Click **Start** on the taskbar.
- 2 Choose **All Programs**.
- 3 Choose **RecordNow CD/DVD Writer**.
- 4 Click **RecordNow**.

Note: For information about recording onto CDs, refer to the Help menu in the RecordNow CD/DVD Writer program.

Continue by following the steps under "Creating a music CD" on page 66 or "Creating a data CD" on page 68.

Creating a music CD

RecordNow creates *closed session* music CDs, which means you must record all music files 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. To erase a recorded CD-RW disc, insert the disc, open RecordNow and then click the **Erase** button. CD-R discs cannot be erased.

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

- 1 Open RecordNow CD/DVD Writer.
- 2 Click **Make a Music Disc**.
- 3 Select one of these options:
 - **Make a Music Disc from Audio Files** – Create a music disc from MP3, WMA, or WAV files on your hard drive. Continue with step 5.

- **Make a Music Disc from other CDs** – Create a new music disc from tracks taken from your music disc collection. Continue with step 4.
- **Make a Disc for an MP3 Player** – Create a disc specifically for MP3 players. Follow the onscreen instructions.

4 To copy tracks from a music CD:

- a** Insert the music CD, and then click **Next**.
- b** Select the tracks you want to record, and then click the **Add** button.
- c** Click the **Finish** button when you have added all the audio files to your music CD project. Your audio files are prepared for recording.
- d** Follow any onscreen instructions to finish recording your music CD.

5 To copy audio or MP3 files from your hard drive:

- a** Insert a blank CD-R or CD-RW disc, and then click **Next**.
- b** Select files from the Music on System window, or click the **Browse** button to locate the files you want to copy, select them, and then click the **Add** button.
- c** Select a file, and then click the **Remove** button if you want to delete it from the files to be copied to the disc.
- d** Click the **Next** button when you have finished adding audio files. Follow any onscreen instructions to finish recording your music CD.

Creating a data CD

Use RecordNow to create a copy of a disc or of your personal data files from your hard drive.

- 1 Open RecordNow CD/DVD Writer.
- 2 Click **Make a Data Disc**.
- 3 Insert the blank or appendable CD-R or CD-RW disc into your drive, and then click **Next**. If the disc is not blank, you must either erase it or insert another blank disc.
- 4 Click the **Add Files and Folders** button to locate the files you want to record. Select a file, and then click the **Add** button. Repeat this step until all files are selected.
- 5 Click the **Next** button when you have finished adding files.
- 6 Click **OK** to begin recording your files to disc.
- 7 Click **Done**.

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 update previously recorded files that have the same name on your CD-R or CD-RW disc.

Playing DVD Movies

The DVD-ROM drive (select models only) can run software on CD-ROMs, play music CDs, and play DVD movies and software.

Playing a DVD

Note: DVD movies are often localized to geographical countries/regions. For information about this, see "Using country/region codes" on page 71.

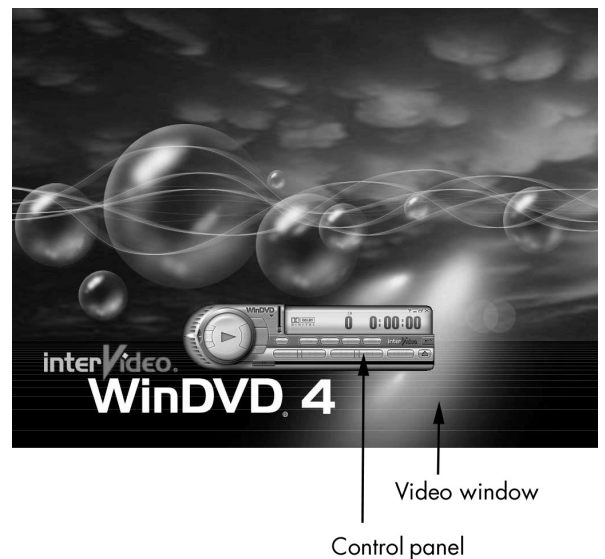
- 1 Insert the disc into the DVD-ROM drive.

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 face 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 window, and the WinDVD control panel appears.

Or

If the program does not automatically open, click **Start**, choose **All Programs**, click **InterVideo WinDVD Player**, and then 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 **InterVideo WinDVD Player**.
- 4 Click **InterVideo WinDVD 4**. The WinDVD video window and control panel open.

Viewing Help information

For information on the WinDVD™ software, refer to the online Help within the program: click the **?** in the WinDVD menu bar.

Understanding DVD terminology

To understand the DVD controls, you should be familiar with DVD terminology. 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.

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.

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

Using the WinDVD control panel

If you are playing a movie full screen and the panel is hidden, you can redisplay it as follows:

- 1 Right-click anywhere in the video window.
- 2 Click **Player**. The control panel appears.



- 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.



Using country/region codes

DVDs sometimes come with country/region codes imprinted as part of the disc data. These codes prevent DVD movies from being played in countries/regions of the world that are different from where they were sold. You can play DVDs from other countries/regions only five times before the country/region code locks and becomes permanent. Once the code locks, you can only play DVDs from that country/region. When the country/region code locks, if you need help, contact HP Support.

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.

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-ROM 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.



Warning: *You can change the country/region code only five times before the setting becomes permanent. When the country/region code locks, if you need help, contact HP Support.*

Creating a DVD by Using the DVD+RW/+R Drive

The DVD+RW/+R drive is available on select models only.

The DVD+RW/+R drive 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+RW/+R drive.*

For steps to play a movie, see “Playing DVD Movies” on page 68.

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

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 and a CD-RW drive, or a DVD-ROM drive and a CD-RW drive.

When you insert a disc in the combo drive, the PC automatically detects the type of disc:

- If you insert a software program CD, it is available for use.
- If you insert a music CD, a window opens for the program that plays CDs. See “Playing Music CDs” on page 63.
- If you insert a DVD movie, the Video window and WinDVD control panel open. See “Playing DVD Movies” on page 68.

If you insert a blank CD-R or CD-RW, use RecordNow CD/DVD Writer to copy audio or data files. If you insert a blank DVD, a program opens for you to use to record to the disc. See “Creating a CD by Using the CD-RW Drive” on page 65.

Using HP Pavilion PC Tools

The HP Pavilion PC Tools folder (select models only) in the All Programs/Hewlett-Packard menu contains special utilities for HP Pavilion owners. For example, you'll find a utility for displaying system information. This folder also contains the HP Tour Guide and any onscreen guides included with your PC.

To see the items in the HP Pavilion PC Tools folder:

- 1** Click **Start** on the taskbar.
- 2** Choose **All Programs**.
- 3** Choose **Hewlett-Packard**.
- 4** Choose **hp pavilion pc tools**.
- 5** Click an item to view or use it.

Note: *If there are no guide titles listed in HP Pavilion PC Tools, your PC has no onscreen guides.*

Getting HP Updates for the PC

Informing You of Changes

HP provides an Internet-based service that includes informing you when updates are available for your PC.

The support updates from HP messages are also available to you through the Support Web site under the information for your model PC. To go to the Web site, see "Visiting the Hewlett-Packard Web Site" on page 51.

Using HP Center for Updates from HP Messages

HP Center is a service provided by HP to bring you information, documents, digital media, time-based notifications, and special offers.

Note: *HP Center is not available in all models.*

HP Center also delivers Updates from HP Messages. These messages inform you of important information about your PC:

- Product notices
- System updates
- Tips

The update message downloads when your PC is idle, like other HP Center information, and may display an alert or a notice that flashes on your desktop. View messages as they arrive or read them later. A message always asks for your permission before installing a system update on the PC.

Starting HP Center

- Right-click the **hp center** icon in the system tray area of the taskbar, and select **Open hp center**.



Or

- Click **Start** on the taskbar, choose **All Programs**, choose **hp center**, and then click **hp center** again.

The HP Center toolbar appears.

For detailed Help information, click the **hp center** logo on the HP Center toolbar and choose **Help**. For a description of a button or area of the toolbar, place the cursor over the toolbar.

Turning off the HP Center Service

You cannot receive messages, including important support messages that may be critical to the operation of your PC, with the service turned off.

You can turn off the HP Center Service temporarily (during the current PC session) or permanently (for all future PC sessions).

To temporarily turn off the HP Center Service:

- 1 Right-click the **hp center** icon in the system tray area of the taskbar.



- 2 Select **Shut down hp center service**.

The service is turned off until you restart the PC.

To permanently turn off the HP Center Service:

Note: *If you change your mind later, you can turn on the service. See "Re-enabling the HP Center Service" in the following section.*

- 1** Click **Start** on the taskbar.
- 2** Choose **All Programs**.
- 3** Choose **hp center**.
- 4** Click **Disable hp center**.

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

Re-enabling the HP Center Service

The service comes enabled with the PC. You can turn off the service and re-enable it later, using the steps below. When you re-enable the HP Center Service, the service runs whenever you are connected to the Internet, and you receive messages as they become available.

To turn on the service:

- 1** Click **Start** on the taskbar.
- 2** Choose **All Programs**.
- 3** Choose **hp center**.
- 4** Click **Re-enable hp center**.

Resolving Problems

Troubleshooting

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

Problem	Solution
My PC won't turn on at all.	■ When you press the On button on the front of the PC, the following events should happen: 1 The keyboard indicator lights flash. 2 The light next to the diskette drive flashes. 3 The hard disk spins or the diskette drive makes a noise. 4 The PC makes one beep indicating it is operating properly.  Warning: <i>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.</i>

Problem	Solution
My PC won't turn on at all. <i>(continued)</i>	■ If the PC doesn't go through the above procedure, check the following: ■ The power cord and all cables are securely plugged into the PC. ■ The power cord is plugged into a grounded outlet. Check to see whether the outlet works by plugging another item into it. ■ The monitor is connected to the PC, plugged in, and turned on.
I installed a new printer or other device, and it won't work.	■ Be sure that you installed the device drivers that came with the new device. ■ You may need an updated driver for Windows XP. For non-HP peripherals, contact the vendor directly. For HP peripherals, visit the HP Web site. Refer to your <i>Support Guide</i> for details.
The PC doesn't make any sound.	■ Check the speaker connection. Refer to "Using Speakers" on page 26. Note: <i>Some systems include an adapter cable for the speakers. The left and right speaker cables plug into the adapter cable. The adapter cable plugs into the speaker port on the back of the PC.</i> ■ If your speakers have a power button, check whether it is turned on and the power supply is turned on (select models only). ■ Remove the headphone connection. ■ Use the keyboard controls to increase the volume. ■ Press the Mute button on the keyboard to see if the mute feature is turned on. ■ Click the Volume icon on the taskbar. Increase the volume, and make sure the <i>Mute</i> box is not selected.

Problem	Solution
The PC (or part of it) doesn't seem to be working.	■ Try restarting the PC as follows: 1 Click Start on the taskbar. 2 Click Turn Off Computer. 3 Click Restart. ■ If the PC shows no response to mouse or keyboard actions, reset the PC: 1 Press and hold the On button until the system turns off. 2 Wait a few seconds, and turn the PC back on. Note: <i>Using the On button to reset the system is not recommended and should be used only as a last resort.</i> ■ A software program, software driver, or the operating system software may be corrupted, erased, or damaged. You can use application recovery or system recovery to reinstall the software. Refer to "Using Application Recovery and System Recovery" on page 87. ■ It's possible that a voltage spike, power outage, or brownout has occurred. 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, so it is a good idea to consistently make backup copies of your data files. Prevent voltage spikes by installing a surge suppressor made for use with computers between the power outlet and the PC power cord.

Problem	Solution
The monitor doesn't work, even though the PC appears to.	■ Check the connection of the power cord into the monitor. ■ Make sure the monitor is turned on — it has its own power button. ■ Make sure the monitor power cord is plugged into a grounded outlet. Check to see whether the outlet works by plugging another item into it. (If the light on the front of the monitor is lit, the monitor is getting power.) ■ Check the cable connection between the monitor and the PC. The cable connectors must be pushed in all the way. ■ Adjust the brightness and contrast controls on the monitor. ■ If you have more than one display device (CRT monitor, flat panel monitor, TV, etc.) connected to the PC, change where the desktop appears by pressing Alt+F5.
The keyboard Print button doesn't work.	■ Some programs do not recognize the Print button.
I cannot remove a CD or DVD disc.	■ You cannot remove a CD or DVD disc after you have turned off the PC. Turn on the PC and press the Eject button to extend the tray.
I want to remove icons from the desktop.	■ You can remove most desktop icons from your display by either deleting them or moving them to an unused icons folder. Refer to "Removing desktop icons" on page 97.

Problem	Solution
When I push one of the special or multimedia buttons on the keyboard, nothing happens.	■ Check the button configuration. To reconfigure the button: 1 Click Start on the taskbar. 2 Click Control Panel. 3 Click Printers and Other Hardware, if present. 4 Double-click Keyboard. 5 In the Keyboard Properties window that appears, click the Buttons tab. 6 Double-click the button you want to change. The button configuration window appears. 7 Choose the button capability from the drop-down list. Enter the Display Label and the Address. (For a Web site, enter the complete Web site URL in the Address box.) 8 Click OK. 9 On the Buttons tab, click Apply. 10 Repeat steps 6 through 9 for each button you want to reconfigure. 11 Click OK when you are finished reconfiguring the keyboard.
My keyboard doesn't work, even though the PC and monitor seem to work.	■ If the PC beeps repeatedly or if nothing happens when you press keys, it's possible that the keyboard is connected improperly. PS/2 keyboards only: Check that the cable connector pins are straight. Make sure the keyboard is connected to the keyboard port, not to the mouse port. If you need to reconnect these two cables, turn the PC off, reconnect the cables, and then turn the PC back on. ■ Try restarting the PC (click Start, select Turn Off Computer, and click Restart). If that doesn't work, press and hold the PC On button until the PC turns off (approximately five seconds). Then turn the PC back on.

Problem	Solution
The AOL program comes up even though I'm not using it.	■ If AOL opens when you are using another Internet Service Provider (ISP), the PC is still trying to use AOL for Internet access and 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.
I cannot connect to the Internet.	■ Verify that your Internet Service Provider (ISP) account is set up properly; contact your ISP for assistance. ■ Reconnect the modem, verifying connections: modem cable connected to PC modem connector and to telephone service line jack. Note that your PC may also have a network interface adapter (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 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 line; doing so may damage the NIC. ■ Verify that the Web browser is installed and set up to work with your ISP.

Problem	Solution
The mouse doesn't work, even though everything else does.	■ If nothing happens when you move the mouse, it's possible that the mouse is connected improperly. PS/2 mouse only: Check that the cable connector pins are straight. Make sure the mouse is connected to the mouse port, not to the keyboard port. To reconnect these two cables, turn the PC off, reconnect the cables, and then turn the PC back on. ■ If the pointer doesn't move on the screen when you move the mouse, clean the mouse. For an optical mouse, wipe the light sensor lens on the bottom of the mouse with a lint-free cloth. For a roller ball mouse: 1 Remove the mouse ball by unscrewing the bottom of the mouse. 2 Clean the mouse ball with a damp cloth (not paper). 3 Use your finger to move the rollers in the mouse ball housing, and remove lint and dust. 4 Replace the mouse ball, and screw on the cover. ■ The PC might have stopped. Reset the PC by pressing and holding the PC On button until the PC turns off (approximately five seconds). Then turn the PC back on.

Using Application Recovery and System Recovery

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

Note: *Your PC hard drive contains the system recovery image in a partition area of the disk drive. The PC does not include recovery CDs in the accessory box, but you can make your own recovery CDs; see "Using HP Recovery CD Creator" on page 91.*

System Restore



Warning: *Try System Restore before using the HP Pavilion 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.

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- 5 Choose **hp pavilion pc tools**.
- 6 Click **hp application recovery**. The recovery box appears.
- 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 HP Pavilion 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 HP Pavilion 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 drive, and takes up part of the total drive space. This disk space is not available for your use.*

In the unlikely event that you replace the hard drive, or somehow damage the data in the special recovery partition on the hard drive, use recovery CDs to reinstall the operating system and software to the hard disk drive. See "System Recovery Using Recovery CDs" on page 91.

Make your own recovery CDs before you need them; see "Using HP Recovery CD Creator" on page 91.

To start system recovery:

- 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 Do one of the following:

- If the PC works: click **Start** on the taskbar, choose **All Programs**, choose **Hewlett-Packard**, choose **hp pavilion pc tools**, and click **hp pc system recovery**. Continue with step 3.

Or

- Press and hold the On button until the PC turns off. Continue with step 5.

3 Wait until the System Recovery box appears asking *Do you really want to start HP PC System Recovery?*

4 Click **Yes** to continue with the recovery process. Continue with step 7.

5 Wait a few seconds and then press the On button to turn the PC on.

6 During the startup, do the following to enter the system recovery program:

When the blue screen with the *HP Invent* 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.)

7 Follow the onscreen instructions. If you've created recovery CDs (see page 91), then you may be directed to insert recovery CD #1.

8 Complete the PC startup, and finish the registration process. Then reconnect all peripheral devices.

System Recovery Using Recovery CDs

Make your own recovery CDs before you need them; see “Using HP Recovery CD Creator” on page 91.

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

Using HP Recovery CD Creator

Make recovery CDs for your PC by using HP Recovery CD Creator before you experience any problem.

The recovery CD set is a complete image of the original HP Pavilion home PC hard disk drive contents and is matched to your PC model number. The CD 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 for your PC. The recovery CDs you create can be used only on your PC.

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

The number of CDs in the recovery set depends on your PC model. The program tells you the number of CDs needed to make the set. The process takes some time, including up to 30 minutes per CD to verify that the information 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 HP Recovery CD Creator:



- 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 **Hewlett-Packard**.
- 5** Choose **hp pavilion pc tools**.
- 6** Click **hp pc recovery CD creator**.
The creator box appears.
- 7** Follow the onscreen instructions. Label each CD disc as you make it.

Store the recovery CDs in a safe place for future use.

Starting system recovery using recovery CDs

The recovery CDs provide two recovery options:

- **Standard Recovery:** This is a non-destructive recovery, which 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 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 CDs. 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, you will only see the full system recovery option.*

To run the system recovery program:

- 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 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.
- 3 Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse.
- 4 Press the On button to turn on the PC.
- 5 When the blue screen with the *hp invent* logo appears, press the F1 key on the keyboard until *Entering SETUP* is displayed. (You have only a few seconds to press the F1 key before the normal startup process continues.) Wait until the BIOS setup program opens.
- 6 Press the right arrow key to select *Boot*.

7 Press the down arrow key to select *Boot Device Priority*, and then press Enter on the keyboard.

8 Change the first boot device to CD-ROM using one of these methods:

- Press the down arrow key to select the *CD-ROM* item. Press the + (plus) key to move the *CD-ROM* item up until it is the first item in the list.

Or

- Press the down arrow key to highlight the First Boot Device selection. Press the + (plus) key until *CD-ROM* is the selection.

When installation is complete, you'll return the BIOS to the original setting.

9 Press the Eject button on the top CD-ROM drive, and wait for the tray to open. Insert Recovery CD #1 and close the tray.

10 Press the F10 key to save the changes, and exit BIOS.

11 With Yes selected, press Enter.

12 The PC starts the recovery; wait for the onscreen instructions to display, and then follow those instructions.

- For standard recovery, press R, and then press R again. Click **Next** to proceed with the non-destructive system recovery. Click **Yes** to start the recovery. Insert the remaining CDs when directed.

Or

- For full system recovery, press R, and then press F. Click **Yes** to perform a full system recovery. Insert the remaining CDs when directed.

Or

- If your PC hard disk drive is blank or corrupted, press R to perform a full system recovery. Insert the remaining CDs when directed.

- 13** When the recovery program finishes, click **Restart** to restart the PC.
 - 14** Before the PC restarts, the CD tray ejects. Remove the CD.
 - 15** Return the BIOS to the original setting. During the startup, when the blue screen with the logo appears, press the F1 key on the keyboard until *Entering SETUP* is displayed. (You have only a few seconds to press the F1 key before the normal startup process continues.) Wait until the BIOS setup program opens.
 - 16** Press the right arrow key to select *Boot*.
 - 17** Press the down arrow key to select *Boot Device Priority*, and then press Enter.
 - 18** Return the first boot device to the original setting using one of these methods:
 - Press the down arrow key or up arrow key to select the *CD-ROM* item. Press the – (minus) key to move the *CD-ROM* item down until it is the third item in the list.
- Or
- Press the down arrow key to highlight the First Boot Device selection. Press the + (plus) key until *Floppy* is the selection.
 - 19** Press the F10 key to save the changes, and exit BIOS.
 - 20** With Yes selected, press Enter. After the PC restarts, a series of startup screens appear. To proceed with the initial Microsoft Windows setup, you must answer a few questions.
 - 21** Complete the registration process, and then reconnect all peripheral devices.
 - 22** Reinstall software not originally installed on the PC by the factory.
 - 23** Copy data files that you saved on the backup CD or diskette you made to your hard disk.

Freeing Up Space on Your Hard Disk Drive

The PC comes with a hard disk drive. Depending on your model, the hard disk drive has 20 gigabytes (GB) to more than 160 GB of total disk space. The 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.

Note: *The system recovery image is in a partition area of the hard drive; this disk space is 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 space, reducing the total amount of space available for your use.

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.
- Reinstall programs that came with the PC.

To display hard disk space

To view the amount of space on the hard disk:

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

Increasing available hard disk space

You can free up space on the hard disk by uninstalling programs or by using the Disk Cleanup utility to remove unneeded files.

Uninstalling programs

- 1 Click **Start**.
- 2 Click **Control Panel**.
- 3 Double-click **Add or Remove Programs**, if present.
- 4 Click the program, and then click the **Change/Remove** button.

- 5 Click **OK** when the confirmation window opens.
- 6 Repeat steps 4 and 5 for each program you want to remove.
- 7 Click **Close**.

Removing desktop icons

You can remove most desktop icons from your display by either deleting them or moving them to an unused icons folder. To delete a desktop icon, right-click the icon, and then select **Delete**.

Important: *You should not delete any unfamiliar desktop icons. If in doubt, do not delete it. Instead, use the steps to move the desktop icons to the Unused Desktop Shortcuts folder.*

To move desktop icons to the Unused Desktop Shortcuts folder:

- 1 Click **Start**.
- 2 Choose **Control Panel**.

- 3** Click **Appearance and Themes**, if it is present.
- 4** Click **Display**.
- 5** On the Desktop tab, click **Customize Desktop**.
- 6** Under Desktop cleanup, click **Clean Desktop Now**.

Using the Disk Cleanup utility

- 1** Click **Start**.
- 2** Choose **All Programs**.
- 3** Choose **Accessories**.
- 4** Choose **System Tools**.
- 5** Click **Disk Cleanup**. Wait for the calculations to complete.
- 6** Select the files you want to delete, and click **OK**, and then click **Yes**.

Reinstalling programs

You can reinstall most programs that came with your PC.

For programs that came on CDs or DVDs, just reinsert the disc and follow the onscreen instructions.

For preinstalled programs, follow the steps in "Application Recovery" on page 88.

Index

5.1 speakers, 26
6-In-1 memory card reader
 card types, 58
 using, 58

A

adjusting microphone volume, 31
adjusting speaker volume, 29, 80
All Programs, xxii
America Online, troubleshooting, 84
Application Recovery, 87, 88
Application Recovery warning, 88
autoscrolling, mouse, 15
available hard disk space
 checking, 96
 increasing, 97

B

box contents, viii
browsing the Internet, 44

burning
 CD, 65
 DVD, 73
buttons
 Eject, 61
 E-Mail, 23
 Help, 23
 HP, 23
 mouse, 14
 mouse scroll wheel, 14
 Mute, 24
 Off. See shutting down PC
 On, 5
 Power, 5
 Print, 23
 Search, 23
 special keys, 21
 Standby, 23
 Start, 11

C

cables
 for connecting a TV, 32
card reader, 6-In-1, 58
card types, memory card
 reader, 58
carpal tunnel syndrome, 9
CD, burning, 65
CD/DVD
 country/region codes for
 DVD, 71
 drive types, 57
 handling, 62
 inserting, 61
 keyboard button, 24
 opening drive, 61
 playing music, 63
 removing, 62, 82
 terminology for DVD, 70
 using correct DVD disc, 72

- CD-RW drive
 - burning, 65
 - playing, 65
 - writing to, 66
- chassis, symbols, xi
- closed session music CDs, 66
- combo drive, 73
- components, ix, 5
- Connect button, 51
- connecting
 - Ethernet adapter, 47
 - multi-channel speakers, 27
 - telephone line, 50
 - to a Web site, 51
 - to the Internet, 50
- connectors
 - PC back, x, xii
 - PC front, xiii
 - symbols on chassis, xi
- Control Panel, opening, 11
- corrupted software, 88
- country/region code warning, 72
- country/region codes for DVD, 71

- creating a CD, 65
- creating a DVD, 73
- creating recovery CDs, 91

D

- desktop, xvi
 - removing icons, 97
- desktop tour, xxiii
- device not working, 80
- disconnecting, TV, 36
- Disk Cleanup utility, 97
- diskette
 - inserting, 58
 - using, 58
- domain name, 43
- drive
 - labels, 57
 - types, 57
- drivers
 - finding, xxii
 - updating, 51

DVD

- burning, 73
- country/region code
 - warning, 72
- country/region codes, 71
- discs, 72
- Help, 70
- inserting, 61
- keyboard button, 24
- opening drive, 61
- playing, 68
- removing, 62
- terminology, 70
- writing to, 72
- DVD+RW/+R disc, 72
- DVD+RW/+R drive, using correct disc, 72

E

- Easy Internet Sign-up, xv, 50
- Eject button, 61

e-mail
 address, 43
 keyboard button, 23
 receiving, 54
 sending, 54
 tour, xxiii
 using Outlook Express, 54
erased software, 88
Ethernet adapter, connecting, 47

F

faxes, standby mode, 38
floppy disk. *See* diskette
freeing up hard disk space, 96

H

hard disk cleanup, 97
hard disk drive, freeing up space, 96
hard disk space
 available, 96
 increasing, 97
hardware warranties, 52

Help
 MusicMatch Jukebox, 64
 on the Web, 52
 over the telephone, 7
 Windows Media Player, 65
Help and Support, xix
 opening, 13
Help button, 23
hibernation mode, 37, 39
 automatic, 40
 manual, 39
high-speed Internet connection, 47
home Web page, 51
HP button, 22
HP Center, xvii, 12, 75
 re-enabling, 77
 toolbar, 76
 turning off service, 76
 Updates from HP
 Messages, 75
HP drivers
 finding, xxii, 51
 updating, 51

HP Instant Support, 13
HP Pavilion
 learning to use, xx, 11
HP Pavilion PC Tools, xxii, 74
HP Picture Toolkit button, 24
HP Tour Guide, xxiii, 74
HP Web site, 51
 finding service locations, 52
 getting replacement parts, 52
 Windows XP Help, xxv, 4

I

indicators, keyboard, 21
Instant Support, 13
Internet
 about, 41
 browser programs, 50
 browsing the Web, 44
 connecting to, 44, 50
 Easy Internet Sign-up, xv, 50
 finding an ISP, 49
 high-speed connection, 47

- ISP-provided browser, 50
- keyboard button, 23
- problem connecting, 84
- searching the, 44
- signing up with an ISP, 49
- Internet Service Provider (ISP),
defined, 42
- Internet tour, xxiii
- introduction, 3
- inventory checklist, viii

K

- keyboard
 - features, 16
 - indicators, 21
 - reconfiguring buttons, 25
 - troubleshooting, 83
 - types of buttons, 22
- keyboard keys
 - alphanumeric, 19
 - arrow, 20
 - function, 19
 - numeric, 20

L

- language
 - choose during first startup, 6
- logging off, 11

M

- manuals, online, 4, 52, 53
- memory card reader, card
types, 58
- messages from HP, turning off, 76
- microphone, 30
 - adjusting volume, 31
 - using with multi-channel
speakers, 29
- Microsoft XP Help, xxvi, 4
- modem
 - modem on hold, 47
 - setting up, 44
 - V.92, 47

- monitor, 5
 - changing where desktop
displays, 25
- monitor, troubleshooting, 82
- mouse
 - autoscroll feature, 15
 - buttons, 14
 - left-handed, 14
 - optical, 13
 - panning feature, 15
 - roller ball, 13
 - scroll wheel button, 14
 - scrolling, 14
 - troubleshooting, 85
 - using, 13
- multi-channel speakers, 27
 - connecting, 27
 - selecting, 28
 - using a microphone, 29

music

- keyboard button, 24
- MusicMatch Jukebox, 24, 64
- playing, 63, 64
- Windows Media Player, 24, 64, 65

music CDs, closed session, 66

Mute button, 24

N

- Net. See Internet, about
- network cable warning, 48
- network interface adapter
 - about, 47
 - connecting, 47
- network interface card, 47
- NIC, 47
- no sound, 80

O

- Off button. See shutting down PC
- On button, 5
- online manuals, 4, 52, 53
- onscreen guides, 74

operating system, 11

reinstalling, 92

operating system help, xxvi, 4

Outlook Express

- receiving e-mail, 56
- sending e-mail, 55

P

panning, scrolling mouse, 15

PC

- Application Recovery, 87, 88
- damage warning, 79
- hibernation mode,
 - automatic, 40
- hibernation mode, manual, 39
- no sound, 80
- not working, 81
- problem turning on, 79
- replacement parts, 52
- service locations, 52
- setting it up, 5, 9
- settings, 11

sleep mode. See hibernation mode

- standby mode, about, 37
- standby mode, automatic, 40
- standby mode, manual, 37
- System Recovery, 87
- System Restore, 87
- troubleshooting, 79
- turning off, 36
- turning on, 5
- upgrading internal parts, 4

peripherals, 5

playing DVD movies, 68

- disc types, 72

Plug and Play, xi

Power button, 5

power management settings,

- modifying, 40

Print button, 23

not working, 82

printer, troubleshooting, 80

problem

- connecting to the Internet, 84
- DVD-R disc not working, 72
- DVD-RW disc not working, 72
- keyboard, 82, 83
- monitor, 82
- mouse, 85
- no sound, 80
- PC not working, 81
- printer, 80
- troubleshooting, 79
- turning on PC, 79

problem resolution

- HP Instant Support, 13
- troubleshooting, xx, 79

product notices, 75

programs, uninstalling, 97

R

- receiving e-mails, 54
- reconfiguring keyboard buttons, 25
- RecordNow CD/DVD Writer program, 66

recovering system

- using CDs, 91
- using System Restore, 87
- Recovery CD Creator, 91
- region code, 71
- registering with HP, xiv, 6
- reinstalling software, 88, 89, 98
- removing desktop icons, 97
- removing unneeded software, 97
- repetitive strain injury (RSI), 9
- replacement parts, 52
- resolution, changing monitor properties, 26
- restoring system, 87
- RJ-45 port, 48

S

- safety warnings, 1
- saving electricity, 37
- scrolling mouse, 14
- Search button, 22
- searching
 - for files or folders, 11
 - the Internet, 44

selecting programs or

- documents, 11

sending an e-mail, 54

service locations, 52

setting up PC, 5, 9

settings

- viewing or changing, 11
- Volume Control, 30

shortcut icons, xvi

shutting down PC, 36

sleep mode. See hibernation mode

software

- corrupted, 88
- erased, 88
- finding, xxii
- reinstalling, 88, 89, 98
- uninstalling, 97
- updating, 51

solving common problems, 79

sound, troubleshooting, 80

speaker volume, adjusting, 29

speakers, 26

- multi-channel, 27

Standby button, 23

- standby mode
 - about, 37
 - automatic, 40
 - manual, 38
- Start button, 11
- Start Here, vii
- Start menu contents, xviii, 11
- starting HP Center, 76
- starting WinDVD, 69
- Support telephone numbers, xxiv, 4, 7
- support updates, xvii, 4
- surface, using mouse on, 13
- symbols on chassis, xi
- System Recovery, 87, 89
 - using recovery CDs, 91
- System Recovery warning, 89
- System Restore, 87
- system updates, 75

T

- taskbar, Windows, 11
- technical specifications, 51
- technical support, 51
- television, viewing PC image
 - on a TV, 32

- terminology for DVD, 70
- tips, 75
- tour
 - desktop, xxiii
 - e-mail, xxiii
 - Internet, xxiii
 - software, xxiii
- Tour Guide, xxiii, 74
- tours in Help and Support, 13
- troubleshooting, xx, 79
- turning off, PC, 36
- turning on PC
 - first time, 5
 - troubleshooting, 79
- TV, disconnecting, 36
- TV-out, 32
 - cables, 32
 - connecting a TV set, 33
 - disabling, 35
 - viewing PC image on TV, 34

U

- uninstalling software, 97
- updates from HP, xvii, 75

- updating
 - drivers, 51
 - software, 51
 - system, 75
- Upgrading and Servicing the PC guide*, 4
- upgrading to V.92 modem
 - features, 47
- URL
 - defined, 43
 - using, 51
- using 6-In-1 memory card
 - reader, 58
- using a microphone, 30
- using the diskette (floppy) drive, 58
- using the PC, 11

V

- V.92 modem, 47
- viewing onscreen guides, 74
- virus protection, 8
- voltage requirements, 1
- voltage warning, 79

volume

- adjusting, 29, 80
- adjusting microphone, 31
- controls, 24
- show Volume icon on taskbar, 29
- Volume Control settings window, 30

W

- warranty, xxiv, 7
- warranty warning, 79
- Web. (*See also* Internet)
 - browser programs, 50
 - defined, 42
 - page, 42
 - searching the, 44
 - site, 51
- Windows, 11
- Windows Media Player, 64
 - Help, 65

Windows XP

- device drivers, 51, 80
- Help, xxvi, 4
- WinDVD
 - control panel, 70
 - starting, 70
- working in comfort, 9
- World Wide Web (WWW),
 - defined, 42
- writing to
 - CD, 65
 - DVD, 72