



Read Me First

PCG-F540/PCG-F540K/PCG-F560/PCG-F560K/PCG-F570/
PCG-F580/PCG-F580K/PCG-F590/PCG-F590K

Frequently Asked Questions (FAQs)

Q: *How do I recover applications or drivers that came with my computer if the files are corrupted or deleted?*

A: The Application Recovery CDs allow you to reinstall individual applications and device drivers if they are corrupted or accidentally erased. Reinstalling an individual device driver or software title may correct a problem you are experiencing with your computer, and you may not need to recover the entire contents of your hard drive. If you do need to reinstall all the software titles that shipped with your computer, use the System Recovery CD(s).

You must be in Windows to run the Application Recovery CD(s). The application will not run from DOS. If you have any questions on using the Application Recovery CD(s), contact Sony Customer Support.

To use the Application Recovery CD(s)

- 1 Turn on your computer. If your computer is already on, close all applications.
- 2 When the Windows desktop appears, insert the Sony Application Recovery CD in the DVD-ROM drive. (Specific models may include a CD-RW drive.) The Application Recovery utility loads automatically.
- 3 When the Application Recovery menu appears, follow the on-screen instructions to complete the recovery process.



Your system may include one or two Application Recovery CDs. If you have two Application Recovery CDs, insert the first CD to run the Application Recovery program. You may be prompted to insert the second CD, depending on the application you wish to restore.

Q: *Why isn't the CD-RW/DVD-ROM drive reading a DVD or CD?*

A: After inserting a DVD or CD, you must wait a few seconds for the disc to be detected before trying to access it. If your drive reads some DVDs or CDs but not others, check the shiny side of the disc for dirt or scratches. You may also need to clean the DVD-ROM drive lens with a CD-ROM cleaner.

Q: *How do I set up faxing capability in Windows®?*

A: Windows does not provide a built-in fax utility. Sony has included the Symantec WinFax™ Basic Edition software for your faxing needs. To set up WinFax Basic, click the Start button, point to Programs, and select Configure WinFax Basic Edition software. Follow the on-screen instructions to configure the fax utility.

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

A: From the Start menu, select Settings and click Control Panel. Click the Display icon and select Settings. Move the Screen area slider to change the resolution.

Click OK to apply new settings.

Q: *Why does Windows lock up during shut down?*

A: Windows may not shut down properly for many reasons, including incompatible or conflicting drivers, damaged files, or non-responsive hardware. For troubleshooting information, you can search Windows Help. From the Start menu, select Help, click the Contents tab, click Troubleshooting, and then click Windows Troubleshooters. Click the subject for which you want information, and then answer the questions that are appropriate for your problem.

Q: *Why is my system running slowly?*

A: The speed varies depending on the number of applications that are open and running. Close any applications that you are not currently using.

Q: *Why is there no sound in any application?*

A: There are independent controls for your system volume.

- ☐ When the internal speaker is set to Mute, press the F3 key while holding down the Fn key.
- ☐ When the internal speaker is set to Minimum, press the F4 key while holding down the Fn key, then press the Up arrow key or the Right arrow key to increase the volume.

Supplementary Information

Recovering Microsoft® Word 2000

If you recover your operating system using the System Recovery CD, Microsoft Word 2000 will not be recovered. Use the supplied Word 2000 CD-ROM to recover this application.

Resetting Your Computer for Printer Use after Resuming from a Power Saving Mode

Your connected printer may not function after the computer resumes from a power saving mode. If this occurs, follow the procedure below to reset the printer connection:

- 1 Right-click the My Computer icon on the desktop, and then select Properties.
- 2 Click the Device Manager tab.
- 3 Select Refresh, and then click OK.

The printer should now function properly.

Hard Drive Partition

In order to improve the performance of your computer's DVgate™ Motion software, the hard disk drive on your computer has been formatted with two partitions, C and D. DVgate Motion saves files to the D partition. This prevents large video captures from consuming the available space on your C partition. To maintain optimum performance of DVgate Motion, you should defragment or format the D partition regularly. The size of the D partition is approximately 2 GB on PCG-F540/PCG-F540K, approximately 3 GB on PCG-F560/PCG-F560K/PCG-F570, approximately 4 GB on PCG-F580/PCG-F580K, and approximately 6 GB on PCG-F590/PCG-F590K*.

* The size of your D partition may differ if you purchased a specially configured system.

Power Management Tips

- ❑ If you find that an application exhibits unexpected behavior (such as reduced video quality) after returning from a reduced power consumption mode, you should close that application before your computer enters a power-saving mode.
- ❑ For maximum audio and video performance, use PowerPanel to select either the AC Power Profile or the Power Management Off profile.
- ❑ If your battery level falls to less than 10 percent, you should either attach the AC adapter to recharge the battery or shut down your computer and insert a fully charged battery.

If Your Computer Does Not Start

- ❑ Check that the computer is plugged into a power source and that it is turned on. Check that the power indicator on the front panel of the computer indicates that the power is on.
- ❑ Check that the battery is inserted properly and that it is charged.
- ❑ Make sure there is no diskette in the floppy disk drive.
- ❑ Confirm that the AC adapter and all cables are connected firmly, as described in “Connecting Peripheral Devices” in the *VAIO® notebook User Guide* that came with your computer.
- ❑ If you plugged the computer into a power strip or UPS, make sure the power strip or UPS is turned on and working.
- ❑ If you are using an external display, check that it is plugged into a power source and turned on. Check that the brightness control is adjusted correctly. See the manual that came with your display for details.
- ❑ Moisture condensation may have occurred. Do not use the computer for at least one hour and then turn on the computer.
- ❑ When the internal backup battery is low on power, it may not be able to start your system properly and the message “Press <F1> to resume, <F2> to setup” will appear at the bottom of the display. Should this happen, follow the procedure below:
 - 1 Press F2. The BIOS Setup menu appears.
 - 2 Set the date (month/day/year). Press Enter to move to the next item. To enter 01/31/2000, for example, type 1, press Enter, type 31, press Enter, Type 2000, then press Enter.

- 3 Press ↓ to select System Time, then set the time (hour:minute:second). Press Enter to move to the next item.
- 4 Press → to select Exit, then press ↓ to select Get Default Values. The message “Load default configuration now?” appears.
- 5 Make sure that Yes is selected and press Enter. If No is selected, press ← to select Yes.
- 6 Select Exit (Save Changes), then press Enter. The message “Save configuration changes and exit now?” appears.
- 7 “Make sure that Yes is selected and press Enter. The computer restarts.

DVgate™

Digital Video Captures

If your system displays the message, “Failed to record to DV deck, Please check deck’s power status, cable connection and so on.”, while you are recording images to a digital video device using DVgate, close all open applications, and restart your computer. Frequent recording of images to a digital video device while using DVgate sometimes causes this to occur.

For more information on DVgate, see the DVgate online help.

Adjusting Image Resolution

If the images on the LCD do not display smoothly, this may be because the incorrect resolution is selected. To check the resolution, click the Setup button in the DVgate Motion-Monitor window. Point to Settings, and then select Low Resolution. The settings you change in this menu affect only the images in the monitor window. Movie data imported to the hard disk and images recorded to DV devices will not be affected.

Enabling Smart Connect

Your computer comes with pre-installed Smart Connect software. Before using Smart Connect, follow the instructions below to enable the software:

- 1 Click the Windows Start button.
- 2 Select Programs, Smart Connect, and then click Smart Connect Switch. The SCSwitch window appears.

- 3 Select the Enable Smart Connect check box, and then click OK. Smart Connect is available for use in approximately five seconds.

When you use Smart Connect to connect two VAIO computers, you must assign each computer a unique name by which it can be identified when the two computers are networked. See the Smart Connect online help for more information. The *VAIO® Notebook User Guide* also contains information on using Smart Connect.

Switching Between NTSC and PAL Standards

Your computer is designed to allow you to switch between NTSC and PAL standards. For details on switching from one standard to another, go to Ask Sony at www.sony.com/pcsupport.

Selecting the Printer Port Mode for Your Printer

The default setting for the printer port mode is correct for most printers. If you cannot print, try changing the printer port mode. In Sony Notebook Setup, select the Printer tab. If the printer port mode is set to ECP, change it to bi-directional. If the printer port mode is set to bi-directional, change it to ECP. For more information on using Sony Notebook Setup, see “Displaying the Sony Notebook Setup Screen” in the online manual *Customizing Your VAIO® Notebook*.

Using Media Bar™ Software

The Media Bar software allows you to play audio and video CDs in your CD-RW, CD-ROM, or DVD-ROM and DVD videos in your DVD-ROM drive. It also allows you to play video files in various formats on your hard drive. Video images are displayed in a separate movie window, which you can move and resize. When you connect a Sony MiniDisc (MD) deck that includes a Control-A1 or Control-A1 II jack to your computer, you can use the Media Bar software's MD Player to operate the MD deck from your computer.

In addition to normal MD playback operations, you can use the Media Bar software to edit and catalog MiniDiscs. If you connect a Sony CD player that includes a Control A1 or Control A1 II jack to an MD deck, you can also operate the CD player from your computer and carry out drag-and-drop recording from a CD to an MD. For details, see Media Bar Help.

Applications That Use the TWAIN Driver

Digital imaging applications, such as Adobe PhotoDeluxe[®] Home Edition, allow you to transfer images to your notebook from an external device, such as a scanner or digital camera. When you select a device, a TWAIN driver window appears on the screen. You should always close the TWAIN driver window before exiting or minimizing a digital imaging application.

Using the Touchpad

In addition to using the left and right buttons for mouse clicks, you can tap on the touchpad to indicate mouse clicks. By default, the tapping feature is disabled. If you wish to turn on the tapping feature, double-click the Mouse icon in the Control Panel, select the Tapping tab, and click the check box to enable tapping.

Hardware Temperature

The bottom panel of your computer or the AC adapter may become warm. This is the result of CPU operation and does not indicate a malfunction of the computer. The actual temperature varies depending on the peripherals and software you are using and the length of time that the unit is in use.

! Do not cover the computer or adapter with clothing, blankets, or any other material when the computer is turned on. Covering these components may result in damage to your unit.

About the Software on Your Notebook

Your VAIO notebook is ready to help you work, play, learn, and communicate as soon as you turn it on. This section gives you an overview of the activities you can perform with your software titles. For support information, see “For Answers to Your Software Questions” on page 14.

Adobe Acrobat® Reader

Adobe Systems Inc.

Acrobat Reader software allows you to view, navigate, and print electronic documents in Adobe Portable Document Format (PDF), an open file format that is intended to preserve the fidelity of documents created on all major computer platforms.

Adobe PhotoDeluxe® Home Edition

Adobe Systems Inc.

Create amazing photo effects with Adobe PhotoDeluxe. Without learning complex software, you can enhance, restore, and be creative with your photos. Includes built-in guided activities, stock photos, clip art and templates to assist you.

Adobe Premiere® LE

Adobe Systems Incorporated

Adobe Premiere LE offers an interface and editing tool for producing movies for video, multimedia, or the Web. View source clips and edited footage simultaneously on the monitor window. Create video clips up to three hours long with complete audio-video synchronization.

America Online®

America Online

America Online is a popular Internet online service. Stay in touch with family and friends with easy-to-use e-mail, manage your personal finances, get the latest news and sports scores, and chat with thousands of others who share your interests.

ArcSoft® PhotoPrinter™ 2000 Pro

ArcSoft, Inc.

ArcSoft PhotoPrinter 2000 is an easy-to-use, advanced printing program that lets you quickly lay out multiple images in multiple sizes on a single sheet of paper. PhotoPrinter Pro offers a wide selection of templates including landscape, portrait, free style, mixed sizes, custom templates

and more. The application includes enhancement tools and special effects for improving photos while giving you the ability to add text to any image.

AT&T WorldNet[®] Service

AT&T

Fast, reliable Internet access from AT&T WorldNet Service. AT&T WorldNet Service provides web-based e-mail, a personalized start page from Excite,SM easy access to the Excite search engine, free web pages, online and live agent technical support, instant messaging, and special shopping discounts at Market Square.

CompuServe[®] 2000

CompuServe, Inc.

CompuServe is the most comprehensive source of organized business and educational information online today. CompuServe allows you to access the vastness of the Internet, without wasting time wading through it. Maximize your time online with CompuServe.

DVDE[®]Express

Mediamatics

Insert software description here.*

DVgate[™]

Sony Electronics

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

EarthLink Network TotalAccess[®]

EarthLink Network, Inc.

An Internet Service Provider that supplies access, information, and assistance to its customers, introducing them to the Internet. Member benefits include e-mail, newsgroups, a personal start page, a free 6 MB web site, a member newsletter, and 24-hour technical support.

McAfee[®] VirusScan[®]

Network Associates, Inc.

Protect your computer from viruses. VirusScan can detect viruses from floppy disks, Internet downloads, e-mail attachments, intranets, shared files, CD-ROMs, and online services.

* Certain specially-configured systems have CD-RW drives instead of DVD drives, and may not come with DVDE[®]Express software.

Media Bar™

Sony Electronics

Media Bar software is your all-in-one solution for audio/video playback. Media Bar software handles all common computer multimedia formats and controls selected Sony devices. In addition to audio/video library cataloging and playlist management, Media Bar software includes digital video quality control and effects features. Media Bar software seamlessly integrates a variety of new media formats with an easy-to-use software interface.

Microsoft® Internet Explorer 5.0

Microsoft Corporation

Internet Explorer delivers the web the way you want it. It is safe, easy to use, and you can personalize how you access the web. Outlook Express and other tools in Internet Explorer also help you have a great experience when you are on the web.

Microsoft® Word 2000

Microsoft Corporation

Microsoft Word 2000 makes it easy to create shared Web, e-mail, and print documents for use around the world. It embraces HTML as a first-class file format and extends Word's ease-of-use to the Web and e-mail. Word 2000 also extends that ease-of-use to international users, making it simple to create multilingual documents.

MovieShaker™

Sony Electronics

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

Netscape Communicator®

Netscape Communications

Netscape Communicator is an all-in-one Internet tool that makes it easy to browse the web, send Internet e-mail, chat, read newsgroups, and compose great web documents.

PictureGear™

Sony Electronics

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

Prodigy Internet®

Prodigy Communications Corporation

An online service that helps you find what you need online faster and smarter. Prodigy delivers powerful online content such as sports scores, stock quotes, news, and easy access to Excite, plus quality customer service, all at a competitive price.

Quicken® Basic 2000

Intuit, Inc.

Quicken is a fast, easy way to organize your finances. Quicken works just like your checkbook, so it is easy to learn and use. Quicken manages all your finances, bank accounts, credit cards, investments, and loans. You can even pay your bills online.

RealProducer® G2

RealNetworks, Inc.

RealProducer G2 creates streaming audio and video Web sites. You can quickly achieve consistently high-quality results with powerful batch operation and flexible compression templates. RealProducer includes both SMIL and HTML templates and other timeline-based features to help you build synchronized multimedia Web projects.

Smart Capture

Sony Electronics

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

Smart Connect

Sony Electronics

Smart Connect allows you to use an i.LINK cable to connect your VAIO computer to another VAIO computer that supports Smart Connect. You can then use one computer to copy, delete, and edit files on the other computer. You can also print from a printer attached to either computer.

Smart Label

Sony Electronics

This tool allows you to record your voice and play it back at any time to remind you of important information, such as telephone numbers or appointments. It can also be used as a normal text memo pad. It can record a voice memo up to 60 seconds long. You can combine this with pictures and/or text to create a memo that you can place on your computer desktop.

Smart Pad

Sony Electronics

Smart Pad enables you to record handwritten information such as text, symbols, simple maps, and drawings.

Smart Publisher

Sony Electronics

Smart Publisher makes it easy for you to send web pages to the Internet using e-mail or FTP.

Smart Write

Sony Electronics

A word processor that allows you to create documents that incorporate pictures and sound. With Smart Write, you can record your voice right into the page and draw directly onto your documents using the touchpad.

Sound Forge® XP

Sonic Foundry

Sound Forge XP allows you to put powerful audio processing tools and effects to work on your notebook. Simply cut, copy, and paste your way to striking multimedia files for use in everything from Web pages to desktop presentations.

WinFax™ Basic Edition

Symantec Corporation

WinFax Basic incorporates an easy-to-use interface that allows you to send and receive faxes easily. Upgrade to WinFax Pro to receive additional features.

About Your Recovery CDs

Application Recovery CD(s)

Sony Electronics

This program allows you to reinstall individual applications and device drivers. Use it to restore corrupted or accidentally erased files.

System Recovery CD(s)

Sony Electronics

This program allows you to restore the software titles that shipped with your computer if they become corrupted or are erased accidentally. It can be used only to restore the hard disk of this Sony computer.

For Answers to Your Software Questions

Acrobat® Reader, Adobe PhotoDeluxe® Home Edition, Adobe Premiere® LE (Adobe Systems Incorporated)

website	http://www.adobe.com/
phone	206-628-2746 (fee-based support)
fax	206-628-5737
e-mail	techdocs@adobe.com
hours	M-F, 6 AM-5 PM PT

America Online® (America Online)

website	http://www.aol.com/
phone	800-827-3338
hours	7 days a week, 24 hours a day

AT&T WorldNet® Service (AT&T)

website	http://www.worldnet.att.net
phone	800-400-1447
e-mail	worldnet@attmail.com
hours	7 days a week, 24 hours a day

CompuServe® 2000 (CompuServe, Inc.)

website	http://www.compuserve.com/
phone	800-848-8990
hours	M-F, 8 AM - 1 AM ET, S-S 10 AM - 10 PM ET

EarthLink Network® (EarthLink Network, Inc.)

website	http://help.earthlink.net/techsupport/
phone	800-395-8410
e-mail	support@earthlink.net
hours	7 days a week, 24 hours a day

McAfee® VirusScan® (Network Associates, Inc.)

website	http://support.mcafee.com
phone	408-988-3832
e-mail	cybr@nai.com
hours	M-F 9AM-5PM Central Time

DVDEExpress® (Mediamatics)

website

phone

e-mail

hours

Netscape Communicator® (Netscape Communications Corporation)

website

<http://www.netscape.com/>

phone

888-4SONYPC (888-476-6972)*

hours

7 days a week, 24 hours a day

* Support from 1-888-4SONY PC is free of charge for 90 days after the original date of purchase.

PhotoPrinter™ 2000 Pro (ArcSoft, Inc.)

website

<http://www.arcsoft.com>
<http://www.photoisland.com>

phone

510-440-9901

fax

510-440-1270

e-mail

techsupport@arcsoft.com

hours

M-F, 8:30 AM-5:30 PM PT

Prodigy Internet® (Prodigy Communications Corporation)

website

<http://www.prodigy.com/>

phone

800-213-0992

hours

7 AM - 3 AM ET

Quicken® Basic 2000 (Intuit Inc.)

website

<http://www.intuit.com/support/>

phone

900-555-4688

hours

7 days a week, 24 hours a day

RealProducer® G2 (RealNetworks, Inc.)

website

<http://realnetworks.com/>

phone

206-674-2681

fax

206-671-3586

e-mail

<http://service.real.com> (online form)

hours

M-F, 8 AM-5 PM PT

Sound Forge® XP (Sonic Foundry)

website

phone

fax

e-mail

hours

Windows 98 Operating System, Word 2000, Internet Explorer 5.0, (Microsoft Corporation)

website <http://www.microsoft.com/support/>

phone 888-4SONYPC (888-476-6972)*

hours 7 days a week, 24 hours a day

* Support from 1-888-4SONY PC is free of charge for 90 days after the original date of purchase.

Sony Service Center

**For the Sony Service Center nearest you, call 1-888-4SONYPC
(1-888-476-6972).**

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