

SONY®

VAIO® Notebook Quick Start

PCG-FXA50 Series

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Welcome

Congratulations on your purchase of the Sony VAIO® all-in-one notebook. Sony has combined leading-edge technology in audio, video, computing, and communications to provide you with state-of-the-art personal computing.

Features

 For a complete description of the specifications of your VAIO® notebook, refer to the Specifications flyer supplied with your notebook.

- ❑ **Exceptional performance*** — Your notebook includes a mobile AMD processor featuring PowerNow!™ technology† and a V.90-compatible modem.‡
- ❑ **Portability** — Rechargeable battery pack provides hours of use without AC power.
- ❑ **Sony audio and video quality** — High-quality MPEG1/MPEG2 video, which supports full-screen display and enables you to take advantage of today's advanced multimedia applications, games, and entertainment software.
- ❑ **Multimedia features** — Enjoy the stereo speakers or use headphones (not supplied) to listen to audio and video CDs.
- ❑ **Microsoft® Windows® operating system** — Your system includes the latest Microsoft® Windows® operating system.
- ❑ **Communications** — Access popular online services, send e-mail, browse the Internet, and use fax features.

* To combine performance and portability, Sony implemented speed-controlling technology designed to maximize battery life during mobile computer use. Windows® reported actual CPU speed may not reflect the maximum CPU speed.

† Processor speed may be reduced under certain conditions.

‡ Actual upload and download speeds may vary due to line conditions, Internet Service Provider (ISP) support, and government regulations.

- ❑ **Optical disc drive (CD-RW/DVD or DVD-ROM)** — The CD-RW/DVD Combo Drive utilizes a new optical storage technology that combines the features of both a CD-RW drive and DVD-ROM drive, providing increased storage capacity and a rich multimedia computing experience. Optical drives play DVD-ROM, CD-ROM, CD-RW, and CD-R discs. (The CD-RW/DVD Combo Drive is available on selected models only.)

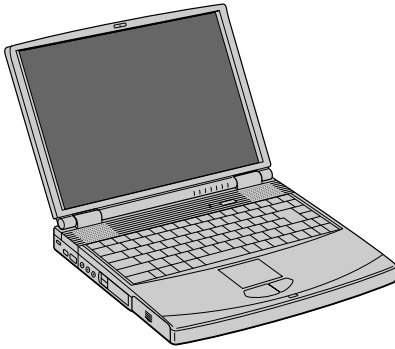


Your notebook's optical disc drive and other parts may differ depending on the model you purchased.

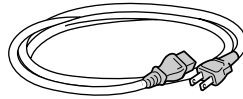
Unpacking Your Notebook

Remove the following hardware items from the box:

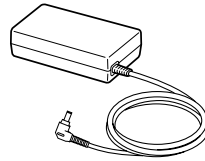
Main unit*



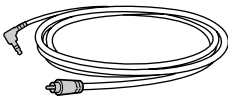
Power cord



AC adapter



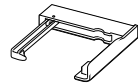
Video cable



**Rechargeable
battery pack**



Weight saver



* Removable floppy disk drive is in the multipurpose bay.

Documents

- ❑ **VAIO® Notebook Quick Start** — Contains information on unpacking and setting up your notebook, the features of your notebook, the applications included with your system, and how to solve common problems.
- ❑ **Microsoft® Windows® manual** — Explains how to use the basic features of the Windows operating system.
- ❑ **VAIO® Notebook Safety Information** — Explains notes on use and offers safety tips.
- ❑ **VAIO® Notebook Specifications flyer** — Details the hardware specifications for your notebook.

Software CDs

- ❑ **Word processing software** — Enables you to reinstall the software application to the VAIO computer you purchased, if the application becomes corrupted or is erased.

Recovery CDs

- ❑ **Application Recovery CD(s)** — Enables you to reinstall individual applications if they become corrupted or are erased.
- ❑ **Driver Recovery CD(s)** — Enables you to reinstall individual device drivers if they become corrupted or are erased.
- ❑ **System Recovery CD(s)** — Enables you to restore the operating system and software that shipped with your computer, to its original factory settings, if they become corrupted or are erased.


Other

- ❑ Packet containing special product offers
- ❑ Limited Warranty Card

Registering Your Computer

Take advantage of Sony's commitment to quality customer support and receive these benefits by registering your notebook:

- ❑ **Sony Customer Support** — Talk to a Support Representative to troubleshoot problems you may have with your notebook.
- ❑ **Limited Warranty** — Protect your investment. See the Warranty Card for more details.

 You are prompted to register your computer the first time you turn on the unit. Follow the on-screen instructions to complete the registration process. If you are not able to register your computer during the first session, you are provided with additional registration opportunities later.

Accessing the User Guide

The online VAIO® Computer User Guide is a searchable online help file that contains detailed information on how to use your new computer. To open this file, click Start on the Windows® taskbar, select Help and Support, and click VAIO User Guide.

About Adding Memory

Depending on the configuration you purchased, your computer may accept additional memory modules. For information about installation procedures, refer to the online User Guide and print those relevant steps. The supplied Specifications flyer lists the amount of memory installed, and required memory modules for upgrades.

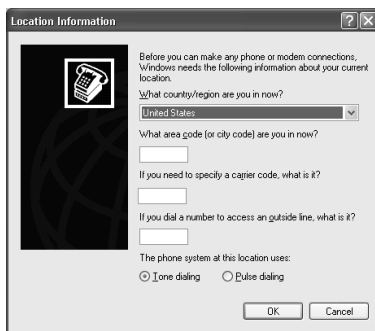
Setting Up Your Dial-Up Connection

This section describes the basic steps for setting up your dial-up connection. The Connection Wizard guides you through the process of connecting to the Internet and choosing an Internet Service Provider (ISP) or setting up an existing account.

Setting up your Internet connection

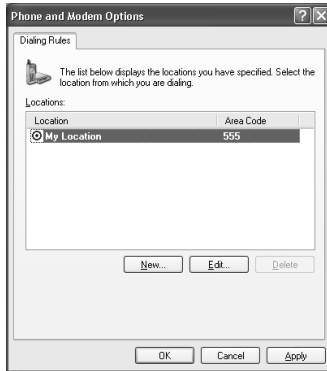
- 1 Click Start, point to All Programs, Accessories, Communications, and click New Connection Wizard. The Location Information screen appears.

Location Information screen



- 2 Follow the onscreen instructions, and click OK. The Phone and Modem Options screen appears.

Phone and Modem Options screen



- 3 Select the location from where you are dialing, and
- 4 click OK. The New Connection Wizard appears.

New Connection Wizard



- 5 Follow the onscreen instructions.

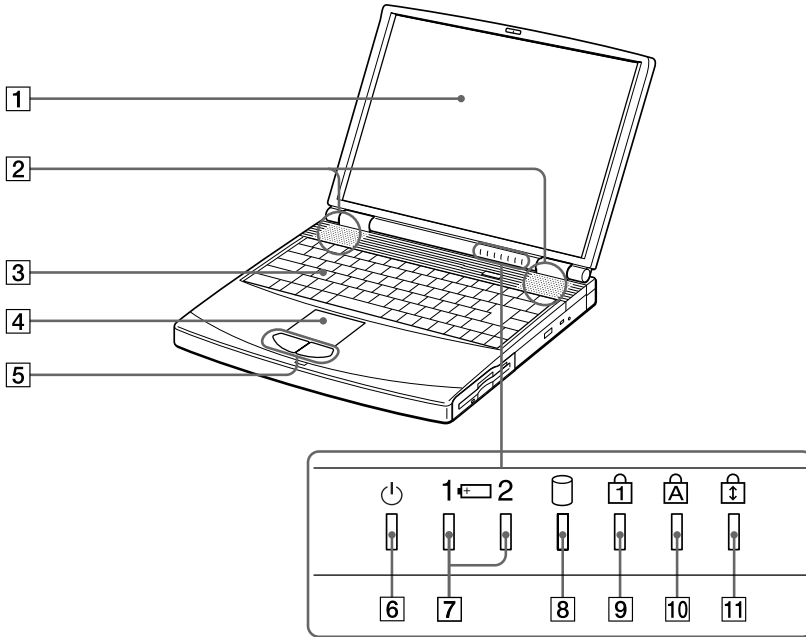
Setting Up Your VAIO Notebook

This section provides you with some essential information to familiarize you with your VAIO computer and assist you with some of its fundamental functions.

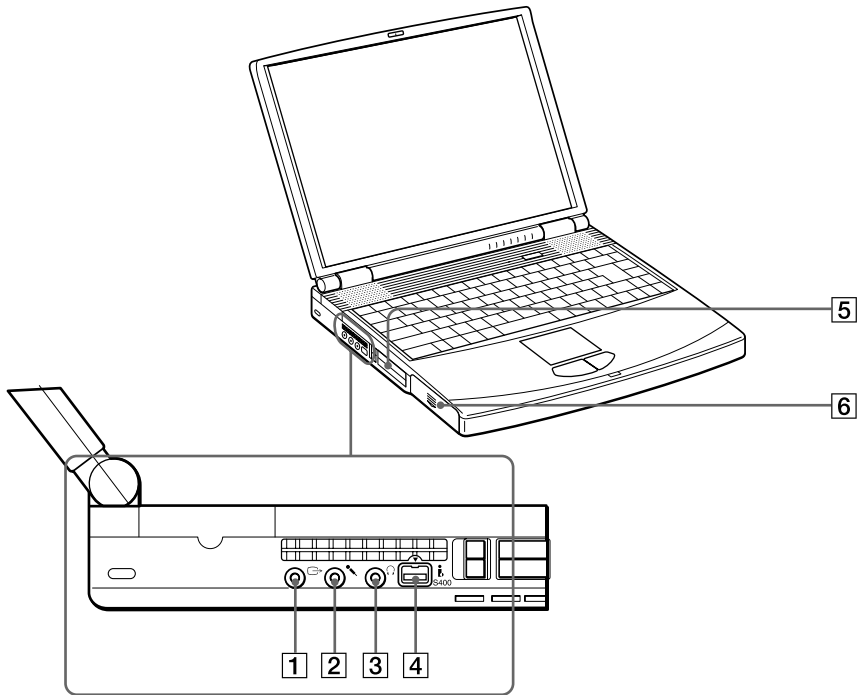
- ☐ Locating Controls and Connectors
- ☐ Connecting a Power Source
- ☐ Starting Your Notebook
- ☐ Shutting Down Your Notebook
- ☐ Using Power Saving Modes

Locating Controls and Connectors

Front



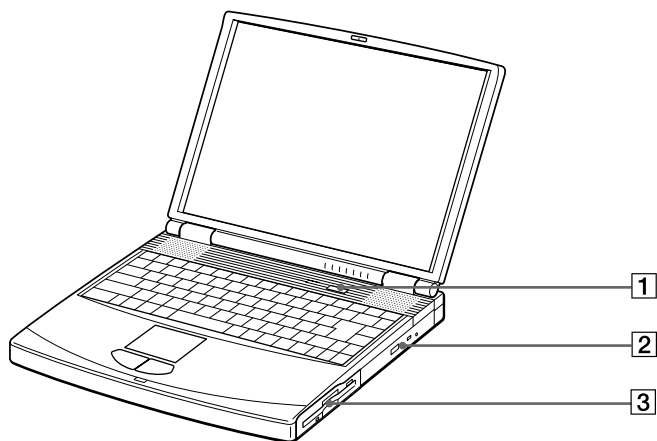
1	LCD (Liquid Crystal Display) screen	7	Battery 1 and 2 indicators
2	Speakers	8	Hard disk drive indicator
3	Keyboard	9	Num Lock indicator
4	Touchpad	10	Caps Lock indicator
5	Left and right buttons	11	Scroll Lock indicator
6	Power indicator		

Left

1	TV out jack	4	i.LINK® (IEEE 1394) S400 port*
2	Microphone jack	5	PC Card slots
3	Headphone jack	6	Battery bay

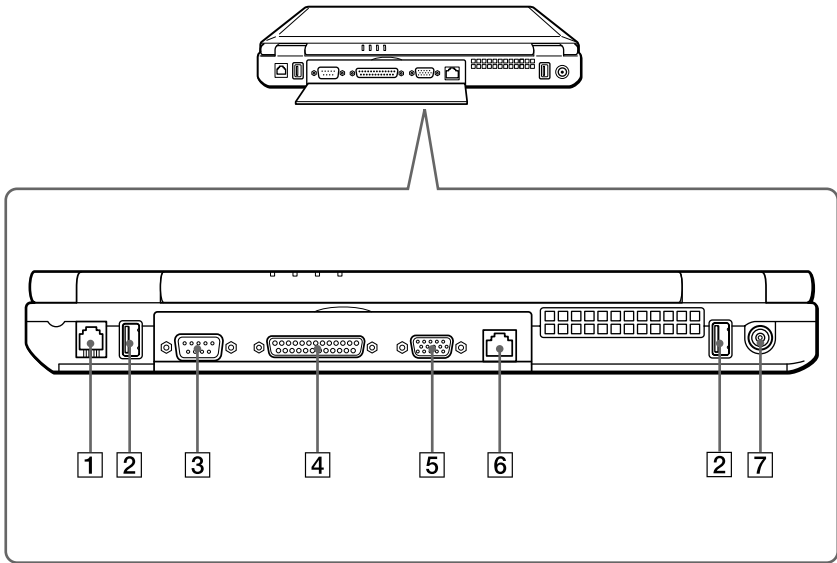
* i.LINK is a Sony trademark used only to designate that a product contains an IEEE 1394 connection. The i.LINK connection may vary, depending on the software applications, operating system, and compatible i.LINK devices. All products with an i.LINK connection may not communicate with each other. Refer to the documentation that came with your compatible i.LINK device for information on operating conditions and proper connection. Before connecting compatible i.LINK PC peripherals to your system, such as a CD-RW or hard disk drive, confirm their operating system compatibility and required operating conditions.

Right



-
- | | |
|----------|--|
| 1 | Power button |
| 2 | Optical drive (CD-RW/DVD Combo Drive or DVD-ROM drive [*]) |
| 3 | Multipurpose bay |
-

^{*} The type of optical drive differs depending on the model you purchased.

Back

1	Modem jack	5	□ Monitor port
2	Ψ USB port	6	□ Ethernet port
3	Serial port	7	≡ DC In port
4	Printer port		

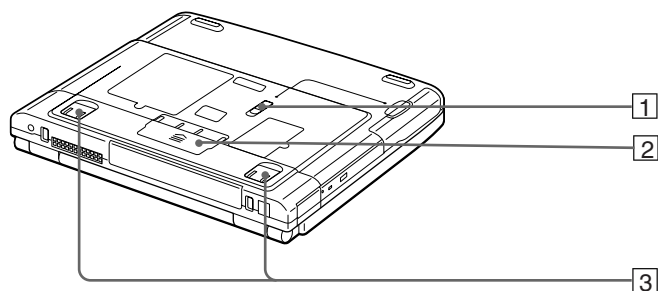


Only connect 10BASE-T and 100BASE-TX cables to the Ethernet port. Do not connect any other type of network cable or any telephone line. Connecting cables other than those listed above may result in an electric current overload and could cause a malfunction, excessive heat, or fire in the port. To connect the unit to the network, contact your network administrator.



There is a ventilation slot located between the Ethernet port and the USB port. Do not cover the ventilation slot when your notebook is on.

Bottom



- | | |
|---|--------------------------------|
| 1 | Multipurpose bay release lever |
| 2 | Port replicator cover |
| 3 | Tilt stands |

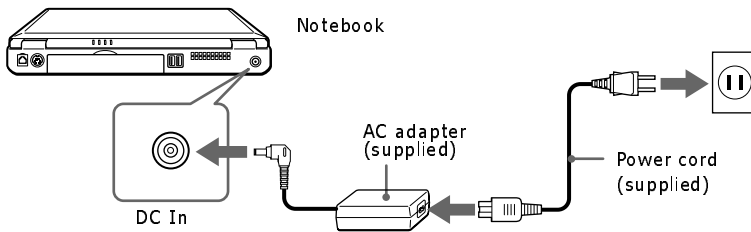
Connecting a Power Source

You can use either AC power or a rechargeable battery pack as a power source.

Using the AC Adapter

- 1 Plug the cable attached to the AC adapter into the DC In port on the notebook.
- 2 Plug one end of the power cord into the AC adapter.
- 3 Plug the other end of the power cord into an AC outlet.

Connecting the AC adapter




Notes on the AC Adapter

- ❑ Your notebook operates on 100V-240V AC 50/60 Hz.
- ❑ Do not share the AC outlet with other power-consuming equipment, such as a copy machine or shredder.
- ❑ You can purchase a power strip with a surge protector. This device prevents damage to your notebook caused by sudden power surges such as those that may occur during an electrical storm.
- ❑ Do not place heavy objects on the power cord.
- ❑ To disconnect the cord, pull it out by the plug. Never pull the cord itself.
- ❑ Unplug your notebook from the wall outlet if you will not be using the notebook for a long time.
- ❑ The LED indicator on the AC adapter may be turned on until the AC adapter is unplugged from your notebook.

- ❑ When the AC adapter is not used, unplug it from the AC outlet.
- ❑ Use only the AC adapter supplied. Do not use any other AC adapter.

Using Battery Power

You can use one or two battery packs as a source of power. The second battery pack inserts into the multipurpose bay on the right side of the notebook. See “Using a Second Battery Pack” in your online User Guide for more information.

 Additional battery pack are available as a separate option.

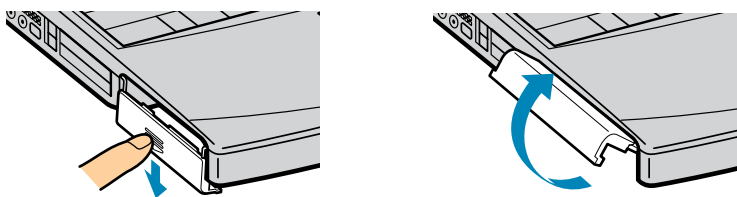
The battery pack that comes with your notebook is not fully charged at the time of purchase. Follow the steps below to insert and charge the battery pack.

To insert the battery pack

- 1 Locate the battery bay on the left side of the notebook and push the cover down to open it.

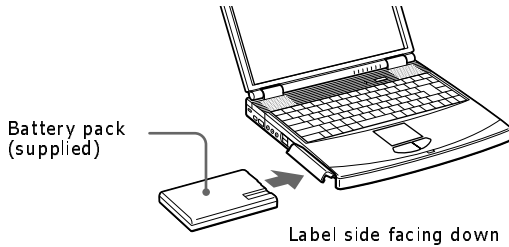
 The cover swings out but does not detach.

Battery bay



- 2 Insert the battery pack into the battery bay.

Inserting battery pack



- 3 Push the battery bay cover up until it clicks.



If the port replicator is attached to your notebook, do not attempt to insert or remove the battery pack. Lifting and turning the notebook with a port replicator attached could cause a temporary loss of power.

To charge the battery pack

- 1 Connect the AC adapter to the notebook.
- 2 Insert the battery pack.

The notebook automatically charges the battery. The battery indicator flashes in a double-blink pattern as the battery charges.

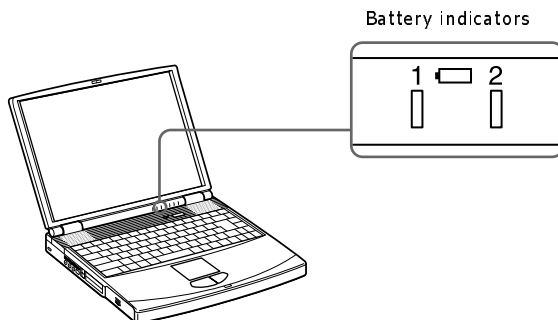
- 3 When the battery is 85 percent full, the battery indicator turns off. This process takes several hours. It takes longer to recharge the battery when the notebook is turned on than when it is turned off.





To charge the battery completely, continue charging for an additional hour.

There are two battery indicators on the notebook

Battery indicators



<i>Battery Indicator</i>	<i>Description</i>
1 	Indicates the status of the battery pack in the battery bay on the left side of the notebook.
2 	Indicates the status of the battery pack in the multipurpose bay on the right side of the notebook.

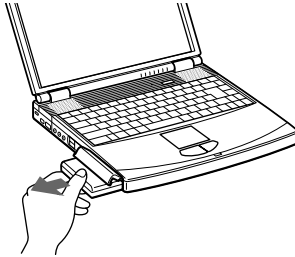
Battery Indicator

<i>Light Status</i>	<i>Description</i>
On	The notebook is using battery power.
Single blink	The battery is running out of power.
Double blink	The battery is charging.
Off	The notebook is using AC power.

To remove the battery pack

- 1 Open the battery bay cover.
- 2 Pull out the battery pack.

Removing the battery pack



- 3 Push the battery bay cover up until it clicks.



You will lose data if you remove the battery pack while the notebook is on and not connected to the AC adapter, or if you remove the battery while the notebook is in a power saving mode.

Notes on the battery

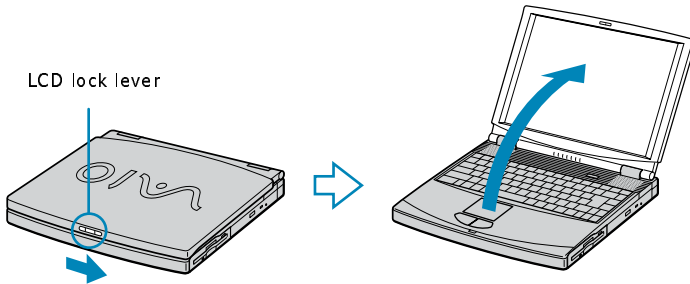
- ❑ When the battery power is running low, both the battery and power indicators blink.
- ❑ When the notebook is directly connected to AC power and has a battery pack in the battery bay, it uses power from the AC outlet.
- ❑ See “Using a Second Battery Pack” in your online User Guide for information on installing and charging a battery pack in the multipurpose bay.
- ❑ Keep the battery pack in the notebook while it is directly connected to AC power. The battery pack continues to charge while you are using the notebook.
- ❑ If the battery level falls below 10 percent, you should either attach the AC adapter to recharge the battery, or shut down your notebook and insert a fully charged battery.
- ❑ The battery pack supplied with your notebook is a lithium-ion battery and can be recharged at any time. Charging a partially discharged battery does not affect battery life.
- ❑ The battery indicator is on while you use the battery pack as a power source. When battery life is nearly depleted, the battery indicator starts flashing.

- ❑ For some software applications and some peripheral devices, your notebook may not enter Hibernate mode when the battery life is low. To avoid loss of data when using battery power, you should save your data frequently and manually activate a power management mode, such as Standby or Hibernate.
- ❑ Never leave the battery pack in temperatures above 140° F (60° C), such as under direct sunlight or in a car parked in the sun.
- ❑ Battery life is shorter in a cold environment. This is due to decreased battery efficiency at low temperatures.
- ❑ Charge the batteries at temperatures between 50° F and 80° F (10° C to 30° C). Lower temperatures require a longer charging time.
- ❑ While the battery is in use or being discharged, the battery pack heats up. This is normal and is not cause for concern.
- ❑ Keep the battery pack away from all sources of heat.
- ❑ Keep the battery pack dry.
- ❑ Do not open or try to disassemble the battery pack.
- ❑ Do not expose the battery pack to any mechanical shock.
- ❑ If you are not using the notebook for an extended period of time, remove the battery pack from the notebook to prevent damage to the battery.
- ❑ If, after fully charging the battery pack, the battery power is still low, the battery pack may be reaching the end of its life and should be replaced.
- ❑ If you have not used the battery pack for a considerable amount of time, recharge the battery.

Starting Your Notebook

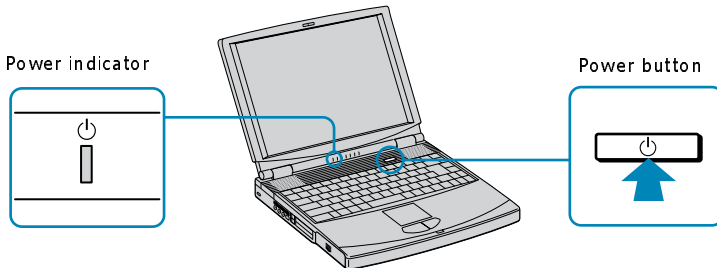
- 1 Slide the LCD lock lever in the direction of the arrow and lift the cover.

Opening the notebook



- 2 Press the power button on top of the notebook until the green power indicator turns on.

Power button



 If you hold the power button in the On position for more than four seconds, the notebook turns off.

- 3 If necessary, adjust the brightness controls for the LCD display as follows:
 - ☐ To decrease brightness, press the key combination Fn+Shift+F5.
 - ☐ To increase brightness, press the key combination Fn+F5.

Shutting Down Your Notebook



To avoid potential loss of data, follow these steps to shut down your notebook.

- 1 Click Start on the Windows® taskbar.
- 2 Click Turn Off Computer at the bottom of the Start menu to display the “Turn off computer” dialog box.
- 3 Select Turn Off.



Respond to any prompts warning you to save documents.

- 4 Wait for your notebook to turn off automatically. The notebook is off when the power indicator turns off.
- 5 Turn off any peripherals connected to your notebook.



During a period of inactivity, you can conserve battery life by using Standby mode. See “Using Power Saving Modes” on page 27 for more information.

If you are unable to shut down your notebook:


- 1 Close or end all operations as follows:
 - ☐ Close all applications.
 - ☐ Remove the PC Cards.
 - ☐ Disconnect all USB devices.
- 2 Restart the notebook by pressing the Ctrl+Alt+Delete keys simultaneously. When the Windows Task Manager dialog box appears, click Shut Down and then Turn Off from the drop-down menu.



If you are still unable to shut down the notebook, you can press the power button and hold it for more than four seconds. This operation may result in data loss.

Using Power Saving Modes

When you use a battery as the source of power for your notebook, you can take advantage of power management settings to conserve battery life. In addition to the normal operating mode, which allows you to turn off specific devices, your notebook has two distinct power saving modes: Standby and Hibernate. When using battery power, be aware that the notebook automatically enters Hibernate mode when the remaining battery charge drops below 5 percent, regardless of the power management setting you select.

 If the battery level falls below 10 percent, you should either attach the AC adapter to recharge the battery or shut down your notebook and insert a fully charged battery.

Normal Mode

Normal mode is the normal state of your notebook when it is in use. The power indicator displays green when your notebook is in this mode. To save power, you can turn off a specific device such as the LCD or the hard disk drive.

Standby Mode

In Standby Mode the notebook saves the current state of the system in RAM and switches off power to the CPU. The amber power indicator flashes in this mode.

To activate Standby mode

To activate Standby mode, press the key combination Fn+Esc.

To return to normal mode


Press any key to return to normal mode.

Hibernate Mode

In the Hibernate mode, the state of the system is saved on the hard disk drive and power is turned off. The power indicator is off in this mode.

To activate Hibernate mode

To activate Hibernate mode, press the power button and release it immediately.

 Do not move the notebook until its power indicator turns off.

To return to normal mode

To return to normal mode, turn on the notebook by pressing the power button. The notebook returns to its previous state.



When returning from Hibernate mode, the system status stored on the hard disk drive is erased and the notebook starts normally if you press the power button and hold it for more than four seconds.

- ☐ Standby uses more power than Hibernate.
- ☐ Standby requires less time than Hibernate to return to normal mode.

Software and Support Information

Your VAIO® computer is ready to help you work, play, learn, and communicate as soon as you turn it on. This section provides the following:

- ❑ Software Overview
- ❑ Software Support Information

Software Overview

Your computer may not be supplied with all of the software listed below, depending on the configuration you purchased. Preinstalled software may not be identical to retail versions, or include supporting documentation.

- ☐ **Adobe® Acrobat® Reader® -- Adobe Systems Inc.**
- ☐ **Adobe® Photoshop® Elements* -- Adobe Systems Inc.**
- ☐ **America Online® -- America Online, Inc.**
- ☐ **ArcSoft PhotoPrinter® 2000 Pro -- ArcSoft, Inc.**
- ☐ **DigitalPrint -- Sony Electronics Inc.**
- ☐ **DVgate™* -- Sony Electronics Inc.**
- ☐ **EarthLink Network Total Access® -- EarthLink, Inc.**
- ☐ **EverQuest®* -- Sony Online Entertainment Inc.**
- ☐ **Microsoft® Office XP Professional* -- Microsoft Corp.**
- ☐ **Microsoft® Office XP Small Business Edition* -- Microsoft Corp.**
- ☐ **MovieShaker™ -- Sony Electronics Inc.**
- ☐ **PC-Cillin® 2000 -- Trend Micro, Inc.**
- ☐ **PicoPlayer™ -- Sony Electronics Inc.**
- ☐ **PictureGear™ -- Sony Electronics Inc.**
- ☐ **Quicken® New User Edition† -- Intuit Inc.**
- ☐ **QuickTime™ -- Apple Computer, Inc.**
- ☐ **RealJukebox® -- RealNetworks, Inc.**
- ☐ **RealPlayer® -- RealNetworks, Inc.**
- ☐ **Sony on Yahoo! -- Yahoo! Inc.**
- ☐ **Sony ScreenBlast™ ACID* -- Sony Pictures Digital Entertainment**
- ☐ **Sony ScreenBlast™ Sound Forge* -- Sony Pictures Digital Entertainment**
- ☐ **Smart Capture -- Sony Electronics Inc.**
- ☐ **SonicStage™ -- Sony Electronics Inc.**
- ☐ **VAIO Action Setup -- Sony Electronics Inc.**
- ☐ **VAIO Support Agent -- Sony Electronics Inc.**
- ☐ **VisualFlow™ -- Sony Electronics Inc.**
- ☐ **WinDVD® -- InterVideo, Inc.**
- ☐ **WordPerfect Office 2002 Standard -- Corel Corp.**

* On selected models

† Existing Quicken users may be required to pay upgrade fee.

Software Support Information

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

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

America Online® (America Online, Inc.)

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

Apple QuickTime® (Apple Computer, Inc.)

Web site	http://www.apple.com
phone	800-275-2273
hours	M-F, 6 AM-6 PM (PST)

Arcsoft PhotoPrinter® 2000 Pro (ArcSoft, Inc.)

Web site	http://www.arcsoft.com
e-mail	support@arcsoft.com
phone	510-440-9901
fax	510-440-1270
hours	M-F, 8:30 AM-5:30 PM (PST)

EarthLink Network Total Access® (EarthLink, Inc.)

Web site	http://support.earthlink.net/
e-mail	support@earthlink.net
phone	800-890-5128 or 800-890-6356
hours	7 days a week, 24 hours a day

EverQuest (Sony Online Entertainment Inc.)

Web site	http://www.everquest.com
e-mail	eqtech@soe.sony.com
phone	858-537-0898
hours	M-F, 8:30 AM-5:30 PM PST

PC-Cillin® 2000 (Trend Micro, Inc.)

Web site	http://www.antivirus.com/pc-cillin/support/
phone	949-387-7800; 900-820-8324*
hours	M-F, 8 AM-5 PM (PST)

* Support from 949-387-7800 is free of charge, but subject to delays. Support from 900-820-8324 is fee-based, but offers immediate response.

Quicken® (Intuit Inc.)

Web site	http://www.intuit.com/support
phone	900-555-4932; 800-644-3193*
hours	M-F, 5 AM-5 PM (PST)

* Support from 900-555-4932 is fee-based. Support from 800-644-3193 is automated and free of charge.

RealJukebox®, RealPlayer® (RealNetworks Inc.)

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

Sony Applications (Sony Electronics Inc.)

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

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

Windows® Operating System (Microsoft Corp.)

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

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

WinDVD® (InterVideo, Inc.)

Web site	http://www.intervideo.com
phone	510-651-0888

WordPerfect® Office 2002 Standard (Corel Corp.)

Web site	http://www.corel.com
phone	613-274-0500
hours	M-F, 8:30 A.M.-7:30 P.M. (eastern time)

Sony Service Center

For the Sony Service Center nearest you, call 1-888-4-SONY-PC (1-888-476-6972) or find Sony Customer Service on the Web at <http://www.sony.com/pcsupport>.

Using the Recovery CDs

This section provides you with details on your Sony application, driver, and system recovery CDs.

- ❑ Application, Driver, and System Recovery CDs
- ❑ Using Your Recovery CDs

Application, Driver, and System Recovery CDs

Your computer comes with the following Application Recovery, Driver Recovery, and System Recovery CDs. You will need an optical disc drive (supplied with selected models) to use these recovery CDs. If your computer does not come with an optical disc drive, use an external optical disc drive.

Application Recovery CD(s)

Sony Electronics Inc.

This CD enables you to reinstall individual applications if they become corrupted or are erased.

Driver Recovery CD(s)

Sony Electronics Inc.

This CD enables you to reinstall individual device drivers if they become corrupted or are erased.

System Recovery CD(s)

Sony Electronics Inc.

This CD enables you to restore the operating system and software that shipped with your computer if they become corrupted or are erased. This CD restores your computer to its original factory settings, so user data and applications installed since you started using your computer will be lost.



For models that come with a docking station, make sure you connect the docking station to the computer before using the recovery CDs.

Using Your Recovery CDs


The following sections describe how to use the Application Recovery, Driver Recovery, and System Recovery utilities.

To use the Application Recovery CD(s)

The Application Recovery CD(s) enables you to reinstall individual applications if they become corrupted or are accidentally erased. Reinstalling an individual software title may correct a problem you are experiencing with your computer or software application; you may not need to reinstall the entire contents of your hard drive. If you need to reinstall all the software titles that shipped with your notebook, use the System Recovery CD(s). If you have any questions on using the Application Recovery CD after reading this section, contact Sony Customer Support.

 You must be in Windows to run the Application Recovery CD. If you have any questions on using the Application Recovery CD after reading this section, contact Sony Customer Support.

- 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 optical drive. The Application Recovery utility loads automatically.
- 3 When the Application Recovery menu appears, select the icon for the application you want to restore, and then 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.

To use the Driver Recovery CD(s)

The Driver Recovery CD utility enables you to reinstall individual drivers if they become corrupted or are erased. You can reinstall an individual driver to correct a problem that you are experiencing with your computer, hardware, or software application. VAIO Support Agent, an application repair utility, uses a vault feature on the Driver Recovery CD(s) to repair software applications.



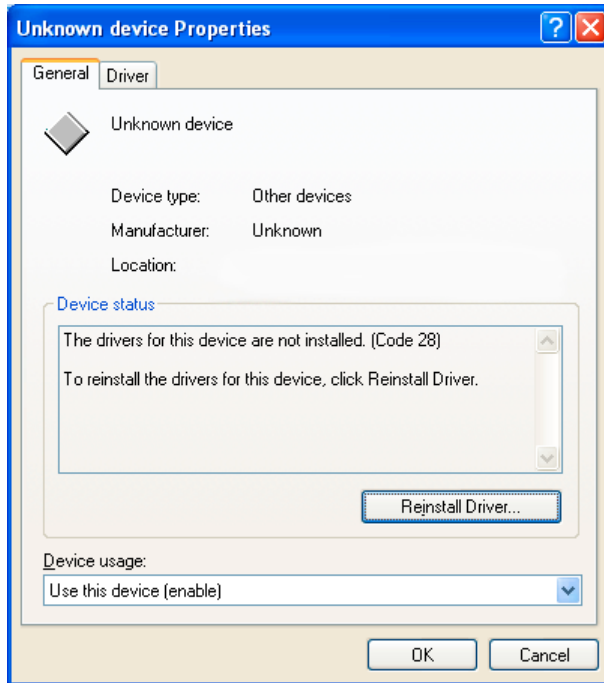
If you need to reinstall all of the software applications that shipped with your computer, use the System Recovery CD.

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

Reinstalling specific drivers with the Driver Recovery CD

- 1 Turn on your computer. If your computer is already on, close all applications.
- 2 When the Windows desktop appears, insert the Driver Recovery CD into the optical disc drive.
- 3 Click Start on the Windows taskbar, and click Control Panel. The Control Panel window appears.
- 4 Click Performance and Maintenance, then System. The System Properties dialog box appears.
- 5 From the Hardware tab, click Device Manager.
- 6 Click to highlight the device for which you wish to reinstall the driver.
- 7 From the Actions menu, select Properties. The Properties dialog box for that device appears.

Properties dialog box



- 8 Click Reinstall Driver. The Hardware Update Wizard appears.
- 9 Click next. The wizard searches for the correct driver on your Driver Recovery CD.
- 10 When the recovery process is complete, click Finish. Some drivers require that you restart the computer to complete installation.

To use the System Recovery CD(s)

The System Recovery utility formats your hard disk drive and restores all original software applications. Your computer is returned to the original factory settings.



The System Recovery process removes all software that you may have installed since you started using your computer. Reinstall any applications that were not included with the computer when you purchased it.

You can use the System Recovery CD(s) to reinstall the operating system and software titles that shipped with your computer if they become corrupted or are erased. You may not need to reinstall the entire contents of your hard drive. If you experience a problem with your computer, reinstalling an individual device driver or software title may correct the problem. Use the Application Recovery CD(s) to reinstall individual applications or use the Driver Recovery CD(s) to reinstall device drivers.

The System Recovery CD contains a backup copy of all the software originally installed on your hard disk drive. It can be used only to recover the hard disk of the computer you purchased.

System Recovery options

- ☐ **System Drive Recovery** — All data on Drive C is deleted. The factory default settings and software applications are restored on this drive only.
- ☐ **Change Partition Size** — All partitions, custom installations, and changes are removed from the hard disk drive. You can set the partition sizes for both the Drive C and Drive D. The original, preinstalled operating system and software applications are restored.
- ☐ **Recovery to Original Factory Defaults** — All data and partitions are removed from the hard disk drive. All original factory settings, operating system, and preinstalled software is restored.



The System Recovery utility does not back up your system's data. If you wish to retain your system data, perform a backup to an external media.

Using the System Recovery CD(s)

Your system may take a few minutes to load necessary files. A blue screen appears during the downloading process.

- 1 Insert the Sony System Recovery CD in the optical drive. The System Recovery utility starts from the optical drive. The first CD must be in the drive when you turn on the computer.
- 2 Shut down your computer as described in the “Shutting Down Your Notebook” section of your supplied Quick Start.
- 3 Wait 30 seconds and turn on your computer.
- 4 The VAO System Recovery Utility dialog box appears. Click Next.
- 5 At the pop-up prompt, select Yes to begin the system recovery process. Follow the on-screen instructions.

If your computer does not start from the Recovery CD

- 1 Press the power button and hold it for more than four seconds to turn off the computer.
- 2 Turn on the computer. When the Sony logo is displayed, press the F2 key. The BIOS setup menu screen appears.
- 3 Press the arrow keys to select the Exit menu.
- 4 Press the arrow keys to select “Get Default Values” and then press the Enter key. The message “Load default values for all SETUP items.” appears.
- 5 Check that “Yes” is selected, and press the Enter key.
- 6 Press the arrow keys to select “Save and Exit,” and press the Enter key. The message “Save configuration changes and exit now?” appears.
- 7 Check that “Yes” is selected, and press the Enter key. The computer restarts from the Recovery CD.



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

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

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

Troubleshooting

This section describes how to solve common problems you may encounter when using your notebook. Many problems have simple solutions, so try these suggestions before you contact Sony Computing Support (<http://www.sony.com/pcsupport>).

- ❑ Troubleshooting Your Notebook
- ❑ Troubleshooting the LCD Screen
- ❑ Troubleshooting the Mouse and Touchpad

Troubleshooting Your Notebook


My notebook does not start.

- ❑ Check that the notebook is plugged into a power source and that it is turned on. Check that the power indicator on the front panel of the notebook indicates the power is on.
- ❑ Check that the battery pack is inserted properly and is charged.
- ❑ Make sure there is no floppy disk in the floppy disk drive and no bootable optical disc in the optical disc drive.
- ❑ Confirm that the power cord and all cables are connected firmly, as described in “Connecting a Power Source” on page 19.
- ❑ If you plugged the notebook into a power strip or Uninterruptible Power Supply (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 and contrast controls are adjusted correctly. See the manual that came with the display for details.
- ❑ Condensation may cause the notebook to malfunction. If this occurs, do not use it for at least one hour.
- ❑ Take the battery pack out of the notebook, unplug the power cord, plug it in again, and turn on the power.

My notebook starts but a BIOS error appears.

- ❑ When the internal backup battery is low on power, it may not start your system properly. The message, “Press <F1> to resume, <F2> to setup” appears at the bottom of the screen. Follow these steps:
 - 1 Press the F2 key. The BIOS Setup menu appears.
 - 2 Set the date (month/day/year). Press the Enter key.
 - 3 Press the ↓ key to select System Time, and set the time (hour: minute: second). Press the Enter key.
 - 4 Press the → key to select Exit, and press the ↓ key to select Get Default Values. The message “Load default values for all SETUP items.” appears.
 - 5 Press the Enter key. The Setup Confirmation window appears.

- 6 Select Yes, and press the Enter key.
- 7 Select Exit (Save Changes), then press the Enter key. The Setup Confirmation window appears.
- 8 Select Yes, and press the Enter key. The notebook restarts.

 If this occurs on a regular basis, contact Sony Computing Support (<http://www.sony.com/pcsupport/>).

My notebook starts, but the message “Operating system not found” appears, and Windows does not start.

- ☐ Make sure there is no floppy disk in the floppy disk drive and no bootable optical disc in the optical disc drive.
- ☐ If a non-bootable floppy disk is in a connected drive, follow these steps:
 - 1 Turn off the notebook, and remove the floppy disk.
 - 2 Restart the notebook, and confirm that Windows starts properly.
- ☐ If Windows still does not start, follow these steps to start the BIOS:
 - 1 Turn off the notebook.
 - 2 Remove any peripheral devices connected to the notebook.
 - 3 Turn the notebook on again.
 - 4 Press the F2 key when the Sony logo appears. The BIOS setup menu window appears.
 - 5 Use the arrow keys to select the Exit menu.
 - 6 Press the arrow keys to select “Get Default Values,” then press the Enter key. The message “Load default values for all SETUP items.” appears.
 - 7 Select Yes, and press the Enter key.
 - 8 Use the arrow keys to select “Save and Exit,” and press the Enter key. The message “Save configuration changes and exit now?” appears.
 - 9 Select Yes, and press the Enter key. The notebook restarts.

If your notebook continues to display the message “Operating system not found,” and Windows does not start, use your supplied System Recovery CD to restore the software titles shipped with your notebook.



The System Recovery CD restores your notebook to its original state, therefore user data and applications will be lost.

My notebook stops responding or does not shut down.

It is best to turn off your notebook using the Turn Off Computer command on the Windows® Start menu. Using other methods, including those listed below, may result in loss of unsaved data.

- ❑ On the Windows taskbar, click Start, select Turn Off Computer, and click Turn Off.
- ❑ If your computer does not turn off, press the Ctrl+Alt+Delete keys simultaneously. When the Windows Task Manager dialog box appears, click Shut Down and then Turn Off from the drop-down menu.
- ❑ If the preceding step does not work, press and hold the power button for at least four seconds to turn off the power.
- ❑ If your notebook stops responding while playing a CD or DVD, stop the CD/DVD, and restart the notebook. To restart the notebook, press the Ctrl+Alt+Delete keys simultaneously. When the Window Task Manager dialog box appears, click Shut Down and then Turn Off from the drop-down menu.
- ❑ Unplug the notebook from the AC adapter, and remove the battery pack from your notebook.




Pressing the Ctrl+Alt+Delete keys simultaneously or turning off the notebook with the power button may result in data loss in files that are currently open.

The power management setting is not responding.

Your notebook's operating system may become unstable if it is interrupted or if you attempt to make changes before the notebook completely enters a lower power state, such as Hibernate.

- ❑ To restore the notebook to its normal operating stability:
 - 1 Close all open applications.
 - 2 Restart the notebook by pressing the Ctrl+Alt+Delete keys simultaneously. When the Windows Task Manager dialog box appears, click Shut Down and then Turn Off from the drop-down menu.

 If this procedure does not work, press and hold the power button for four seconds or longer to shut down the notebook.

Troubleshooting the LCD Screen

My LCD screen is blank.

- ❑ Check that the notebook is plugged into a power source and is turned on.
- ❑ Check that the power indicator on the notebook is on.
- ❑ Check that the battery pack is inserted properly and is charged.
- ❑ The notebook may be in LCD (Video) Standby mode. Press any key to activate the screen.
- ❑ The display mode may be set to external display mode. Press and hold the Fn key while pressing the F7 key several times.

Troubleshooting the Mouse and Touchpad

My mouse does not work.

- ❑ If you are using an external mouse, check that the mouse is plugged into the mouse connector. See "Connecting a PS/2 External Mouse or Keyboard" in the online User Guide for more information.
- ❑ If you are using an optional Sony USB mouse PCGA-UMS1 series, check that the mouse is plugged into the USB port.
- ❑ If you are still experiencing problems, use your supplied Driver Recovery CD to reinstall the mouse drivers.

My touchpad does not work properly.

- ❑ If your touchpad is interpreting a single tap as a double-click, you must adjust the button assignments. Follow these steps:
 - 1 Press the Windows key and use the arrow keys to select All Programs. Press the Enter key.
 - 2 Use the arrow keys to select Sony Notebook Setup, and press the Enter key.
 - 3 Select Sony Notebook Setup again, and press the Enter key.
 - 4 Use the arrow keys to select the Touchpad tab.
 - 5 Press the Tab key to select Enable Touchpad, and then press the Enter key.
- ❑ Restart the notebook to activate the touchpad again.
- ❑ If you are still experiencing problems, check that another mouse was not installed.
- ❑ You may need to use your Driver Recovery CD to reinstall the mouse drivers.

The pointer does not move while using the Touchpad or Mouse.

- ❑ Press the Windows key and use the arrow keys to select Turn Off Computer. When the “Turn off computer” dialog box appears, use the arrow keys to select Turn Off, and press the Enter key.
- ❑ If you cannot turn off your computer, press the Ctrl+Alt+Delete keys simultaneously. When the Windows Task Manager appears, click Shut Down and then Turn Off from the drop-down menu.
- ❑ If you still cannot turn off your computer after you have tried the steps above, press and hold the power button for more than four seconds.
- ❑ If the pointer does not move while playing a disc, press the Ctrl+Alt+Delete keys simultaneously to stop playback and restart the notebook.
- ❑ If you are still experiencing problems, check that another mouse was not installed.
- ❑ You may need to use your supplied Driver Recovery CD to reinstall the touchpad or mouse drivers.

Getting Help

Sony provides you with several support resources to answer questions about your VAIO® computer or the preinstalled software. Refer to these resources in the order they are listed.

Support Options

If you have questions about your computer or the preinstalled software, refer to the following sources for answers in the sequence listed below.

-
- 1 VAIO® Computer User Guide**
The online VAIO® Computer User Guide and the printed VAIO® Computer Quick Start provide you with information on how to maximize your notebook capabilities and solve common problems.

 - 2 Software Manuals and Online Help Files**
The software preinstalled on your notebook may come with an online manual. These manuals are stored on the hard disk drive as online Help files. You can find the Help files from the Help menu under the specific software application. Some software applications may come with a printed manual.

 - 3 Operating System Online Support**
Your computer comes preinstalled with Microsoft® Windows®. For operating system support, you can access Microsoft® customer support at: <http://support.microsoft.com/directory/>.
-

4 VAIO Support Agent

You can find VAIO Support Agent by clicking Start and selecting Help and Support. Using advanced diagnostic technology, Sony's VAIO Support Agent runs scheduled protections of your applications, network settings, and other important software settings. When your software is protected, you can use VAIO Support Agent to repair software problems by restoring your software to any of the previously protected states.

5 Sony Computing Support

This service provides instant access to information on commonly encountered problems. Enter a description of your problem and the Knowledge Database searches for the corresponding solutions online. You can access Sony Computing Support at:
<http://www.sony.com/pcsupport>.

6 Sony Fax-on-Demand

This service, which requires a fax machine or your fax software, provides answers to commonly asked questions. You can use this automated service to request a list of available topics, and select the topics that you want to receive. To contact the Sony fax-on-demand service, call:
1-888-4-SONY-PC (1-888-476-6972).

7 Sony Customer Support

Software support is available free of charge for 90 days after the original date of purchase. You can call and speak with a Sony Customer Support Representative without using your computer by calling:
1-888-4-SONY-PC (1-888-476-6972).

8 Sony Service Center

For the Sony Service Center nearest you, call 1-888-4-SONY-PC (1-888-476-6972) or find Sony Customer Service on the Web at <http://www.sony.com/pcsupport>.

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<http://www.sony.com/vaio>

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