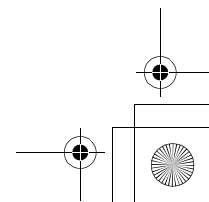
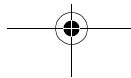
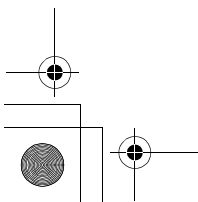
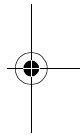
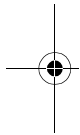
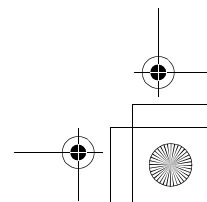
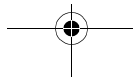
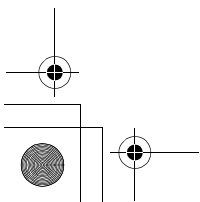
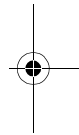
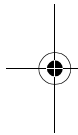
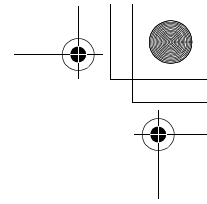
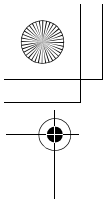


SONY®

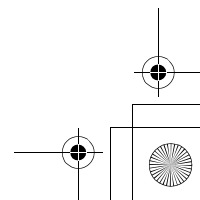
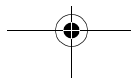
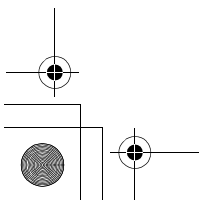
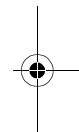
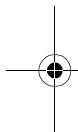
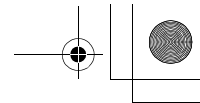
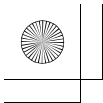
VAIO® Computer Quick Start

PCG-SRX99/PCG-SRX99K/PCG-SRX99P





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Welcome

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

Features

Here are just some of the features your VAIO® computer has to offer:

- ☐ **Exceptional performance** — Your computer includes a fast Intel® Pentium® processor.*
- ☐ **Portability** — The rechargeable battery pack provides hours of use without AC power.
- ☐ **Wireless functionality** — Your computer can connect to a Local Area Network (LAN) and the Internet, all without direct cable connections.
- ☐ **Sony audio and video quality** — A high-resolution LCD screen enables you to take advantage of today's advanced multimedia applications, games, and entertainment software.
- ☐ **Microsoft® Windows® operating system** — Your system includes the Microsoft® Windows® operating system.
- ☐ **Communications** — Access popular online services, send and receive e-mail, browse the Internet, and use fax features.

 For a complete description of the specifications of your VAIO® computer, see the VAIO® Computer Specifications supplied with your computer.

* Depending on the specific model you purchased, speed controlling technology may not be present.

VAIO® Computer Quick Start

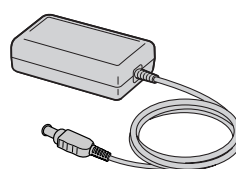
Unpacking Your Computer

Remove the following hardware items from the box:

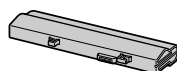
Main Unit



AC Adapter



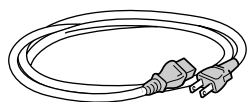
Rechargeable Battery Pack



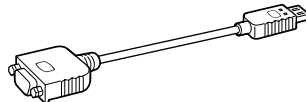
Vertical Installation Base



Power Cord



Display Adapter



i.LINK Optical Disc Drive



Documents

- ☐ **VAIO® Computer User Guide** — A searchable online help file that contains detailed information on how to use your new notebook. To open this file, click Start on the Windows® taskbar, select Help and Support, and click VAIO User Guide.
- ☐ **VAIO® Computer Quick Start** — Contains information on unpacking and setting up your notebook, the features of your notebook, and how to solve common problems.

Unpacking Your Computer


- ☐ **Microsoft® Windows® manual** — Explains how to use the basic features of the Windows operating system installed on your computer.
- ☐ **VAIO® Computer Notes on Use** — Explains notes on using your notebook and offers safety tips.
- ☐ **VAIO® Computer Specifications** — An online file that details the hardware specifications and lists the installed software applications for your computer. To access this file, open the VAIO® User Guide and click on the specifications link on the Welcome page.

Software CD

- ☐ **Microsoft® Word** — Enables you to reinstall Microsoft Word 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.
- ☐ **System Recovery CD(s)** — Enables you to format the C:\ partition of the hard disk drive, then reinstall the operating system and software titles that shipped with your notebook if they become corrupted or are erased.

 To use these recovery CDs, you need to connect and use an optical disc drive. See "Using the Recovery CDs" on page 37 for information on how to use the recovery CDs.

Other


- ☐ Packet containing special product offers
- ☐ Limited Warranty card

VAIO® Computer Quick Start

Registering Your Computer

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

- ☐ **Sony Customer Support** — Talk to a Support Representative to troubleshoot problems you may be having 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 VAIO® computer User Guide is a searchable online help file that contains detailed information on how to use your new notebook. 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 lists the amount of memory installed, and required memory modules for upgrades.

Setting up your dial-up connection

Setting up your dial-up connection

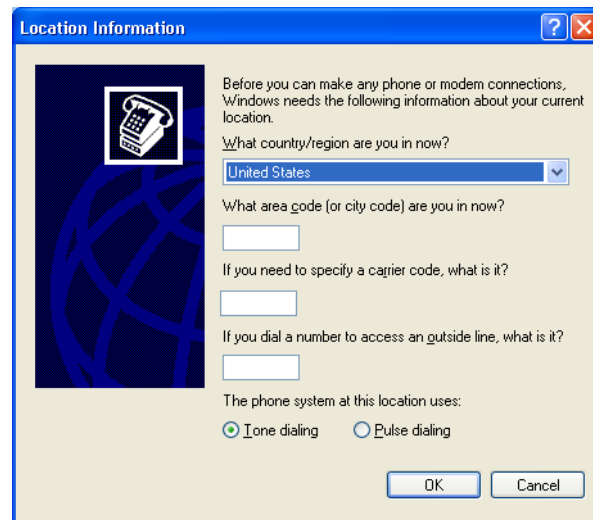
This section describes the basic steps for setting up your dial-up connection. The Connection Wizard guides you through the process of connecting to the Internet and then choosing an Internet Service Provider (ISP) or setting up an existing account.

Setting up your dial-up connection

(Windows® XP Home Edition/Windows® XP Professional)

- 1 Click Start from the Windows taskbar and select All Programs.
- 2 Point to Accessories, Communications, and then click New Connection Wizard. The Location Information window appears.

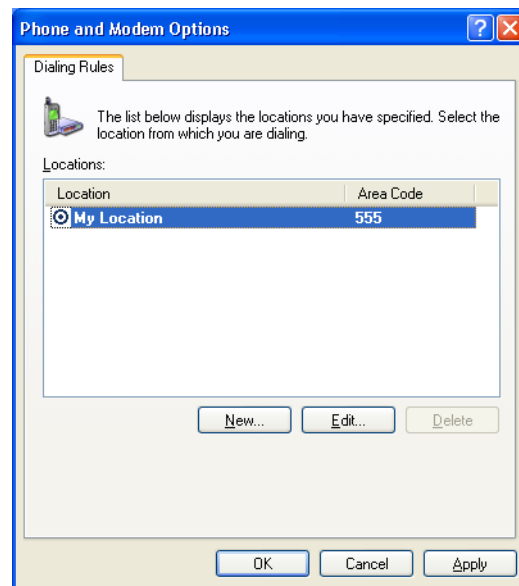
Location Information window



- 3 Follow the instructions on-screen and then click OK to continue. The Phone and Modem Options window appears.

VAIO® Computer Quick Start

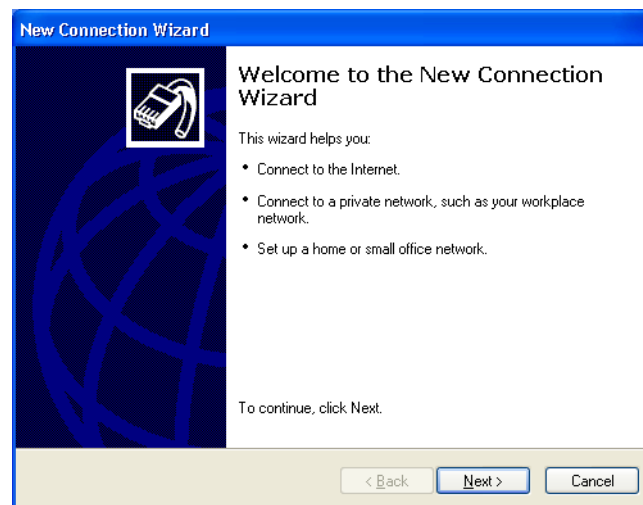
Phone and Modem Options window



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

Setting up your dial-up connection

New Connection Wizard



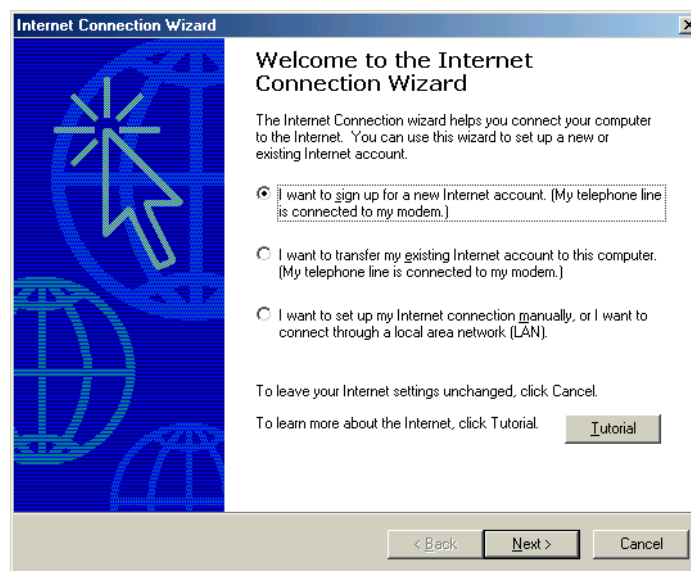
- 5 Follow the on-screen instructions to finish setting up your dial-up connection.

VAIO® Computer Quick Start

(Windows® 2000 Professional)

- 1 Double-click the Connect to the Internet icon on the Windows desktop. The Internet Connection Wizard appears.

Internet Connection Wizard



- 2 Follow the on-screen instructions to finish setting up your dial-up connection and to choose your ISP.

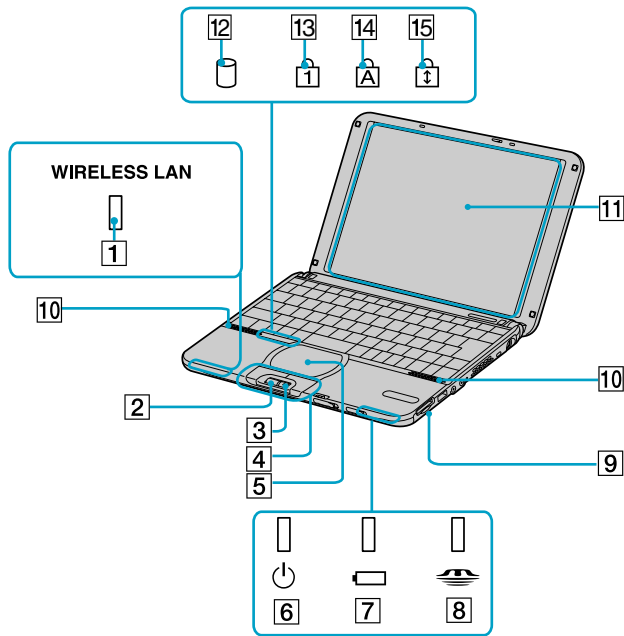
Setting Up Your VAIO Computer

This section describes the following topics:

- ☐ Locating the Controls and Ports
- ☐ Connecting a Power Source
- ☐ Starting Your Computer
- ☐ Shutting Down Your Computer
- ☐ Using Power Saving Modes

Locating the Controls and Ports

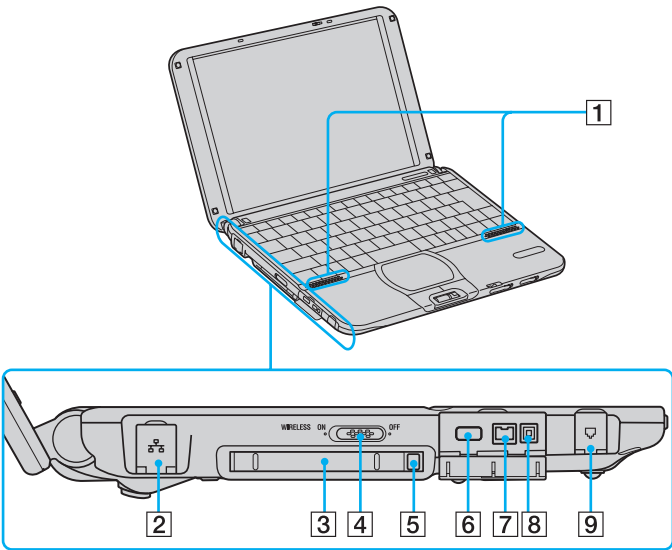
Front



1	Wireless LAN indicator	9	Memory Stick® media slot
2	Jog Dial control	10	Speaker
3	Jog Dial back button	11	Display
4	Left/Right buttons	12	Hard disk drive indicator
5	Touchpad	13	Num Lock indicator
6	Power indicator	14	Caps Lock indicator
7	Battery indicator	15	Scroll Lock indicator
8	Memory Stick indicator		

Locating the Controls and Ports

Left

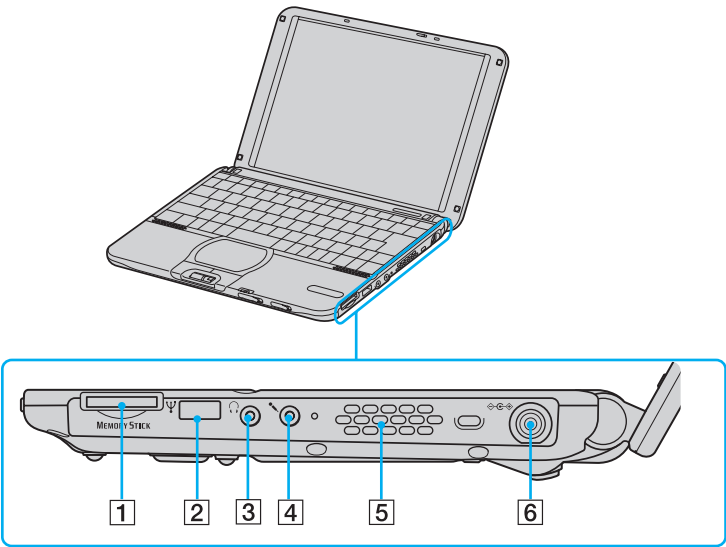


1	Speakers	6	Monitor port
2	Ethernet port	7	i.LINK® (IEEE 1394) S400 port
3	PC Card slot	8	Peripheral device DC Out port*
4	Wireless LAN on/off switch	9	Modem jack
5	PC Card release button		

* Compatible with certain optical disc drives.

VAIO® Computer Quick Start

Right



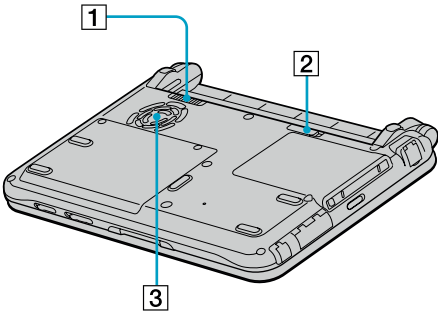
- | | | | |
|---|--------------------------|---|------------------|
| 1 | Memory Stick® media slot | 4 | Microphone jack |
| 2 | USB port | 5 | Ventilation duct |
| 3 | Headphone jack | 6 | DC In port |



Do not cover the ventilation duct while your computer is on.

Locating the Controls and Ports

Bottom



- | | | | |
|---|---------------------------|---|-----------------|
| 1 | Battery lock/unlock lever | 3 | Ventilation fan |
| 2 | Battery unlock lever | | |

VAIO® Computer Quick Start

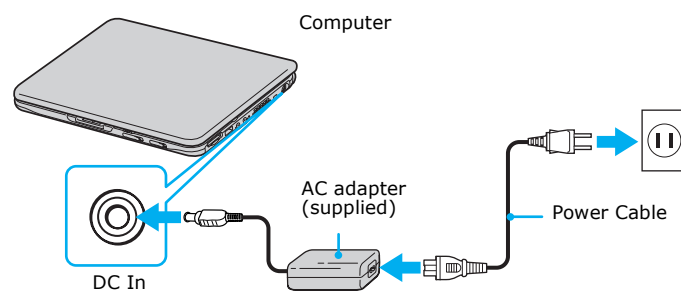
Connecting a Power Source


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 computer.
- 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 Computer to AC Outlet



 Use your notebook only with the supplied AC adapter. To disconnect your notebook completely from the main power source, unplug the AC adapter. Make sure that the electrical outlet is easily accessible.

Connecting a Power Source

Notes on the AC adapter

- ☐ Your computer operates on 100-240 V 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 computer 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 computer from the wall outlet if you will not be using the computer for a long time.
- ☐ When the AC adapter is not in use, 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 a battery pack as a source of power. The battery pack that comes with your computer is not fully charged at the time of purchase. Follow the steps below to insert and charge the battery pack.

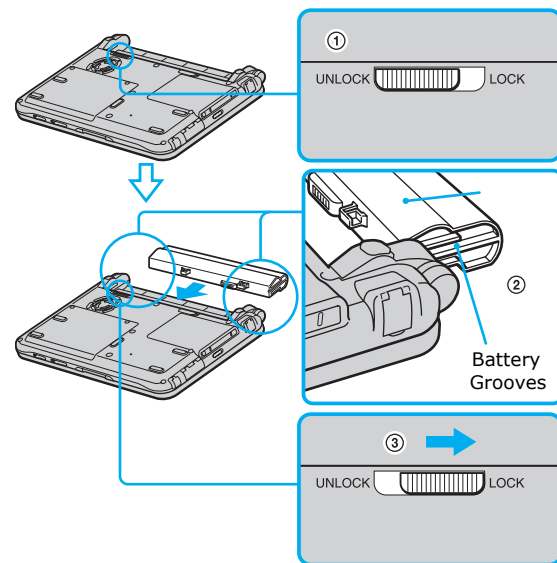
 You can also purchase the high-capacity battery pack as a separate option.

VAIO® Computer Quick Start

To insert the battery pack

- 1 Make sure the lock/unlock lever on the bottom of the computer is in the “unlock” position.
- 2 Align the grooves and tabs on the battery with the notches and tabs on the back of the computer. Slide the battery toward the computer until it clicks into place.
- 3 Slide the lock/unlock lever into the lock position.


Inserting Battery Pack

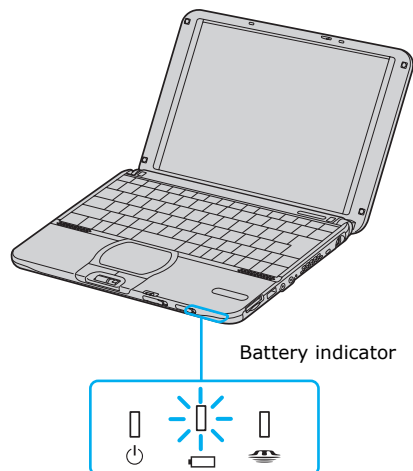


*Connecting a Power Source****To charge the battery pack***

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


The computer automatically charges the battery (the battery indicator light flashes in a double-blink pattern as the battery charges). When the battery is 85 percent full, the battery indicator light 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.

The  battery indicator indicates the status of the battery pack.

Battery Indicator Light

VAIO® Computer Quick Start

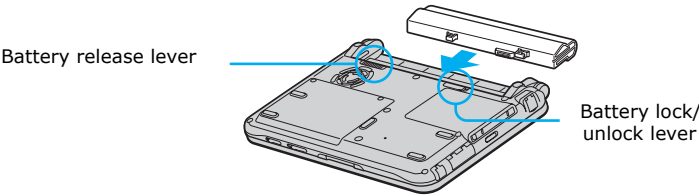
Battery Indicator Light Status	Meaning
On	The computer is using battery power.
Single-blink	The battery is running out of power.
Double-blink	The battery is charging.
Off	The computer is using AC power.


 Both the battery and power indicators blink when the battery is running out of power. For some software applications and some peripheral devices, your computer 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.

To remove the battery pack

- 1 Turn off the computer.
- 2 Slide the release levers to the Unlock position and slide the battery away from the computer.

Unlocking Battery Pack

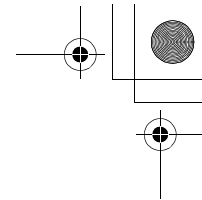


 You may lose data if you remove the battery pack while the computer is on and not connected to the AC adapter, or if you remove the battery while the computer is in Standby mode.

You can purchase an optional, double-capacity battery, such as the Sony PCGA-BP4S model.

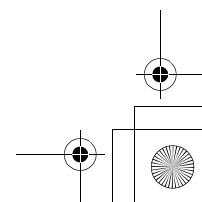
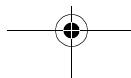
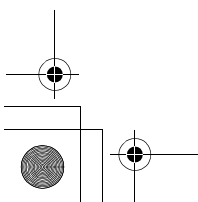
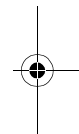
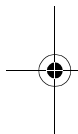
Notes on batteries

- ☐ 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 computer for an extended period of time, remove the battery pack from the computer 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.
- ☐ You do not need to discharge the battery before recharging.
- ☐ If you have not used the battery pack for a considerable amount of time, recharge the battery.
- ☐ Keep the battery pack in the computer while it is directly connected to AC power. The battery pack continues to charge while you are using the computer.
- ☐ 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.
- ☐ You can extend battery life by changing the power management modes in the PowerPanel™ utility. See “Using Power Saving Modes” on page 28.
- ☐ The battery pack supplied with your computer 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 light is on while you use the battery pack as a power source. When battery life is nearly depleted, the battery indicator starts flashing.



Conserving battery power

When using the notebook computer with a battery, the LCD display and the hard drive can be set to switch off automatically to conserve battery power (Power Management function). Refer to “Using Power Saving Modes” on page 28 for more information.

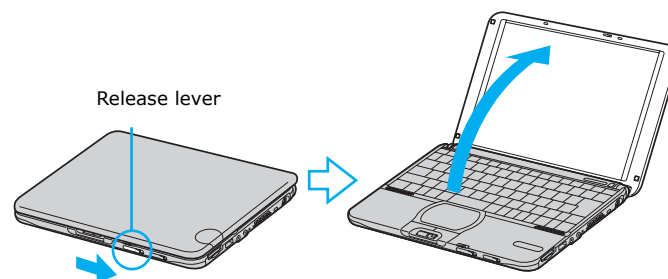


Starting Your Computer

Starting Your Computer

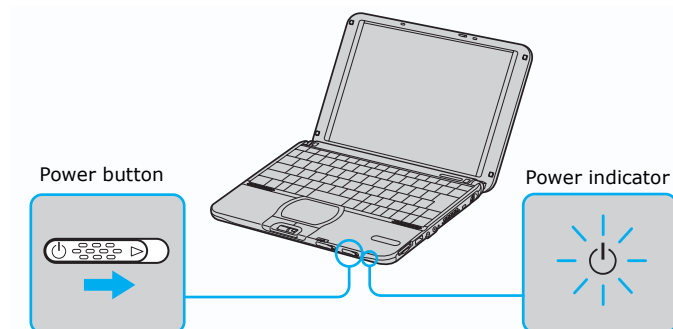
- 1 Slide the release lever to the right and lift the cover while holding the bottom of the computer firmly.


Opening Your Computer



- 2 Slide the power button to the right, until the green power indicator turns on.

Turning on Your Computer



 If you slide the power button to the right and hold it in that position for at least four seconds, the computer turns off. This operation may result in data loss.

- 3 If necessary, adjust the brightness controls for the LCD display. To decrease the brightness, press Fn+F5 and then the down or left arrow key. To increase the brightness, press Fn+F5 and then the up or right arrow key.

VAIO® Computer Quick Start


Shutting Down Your Computer



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

(For Windows® 2000)

- 1 Click the Start button on the Windows® taskbar.
- 2 Click Shut Down at the bottom of the Start menu to display the Shut Down Windows dialog box.
- 3 Select Shut Down.
- 4 Click OK.

 Respond to any prompts warning you to save documents.

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

 During a period of inactivity, you can conserve battery life by using Standby mode. See "Controlling Power Management" in the online User Guide for more information.


(For Windows XP)

- 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.

Shutting Down Your Computer

 During a period of inactivity, you can conserve battery life by using Standby mode. See “Controlling Power Management” in the online User Guide 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 USB devices.
- 2 (Windows XP) Press the Ctrl+Alt+Delete keys simultaneously. The Windows Task Manager screen appears. Click Shut Down, and select Turn Off. (Windows® 2000) Press the Ctrl+Alt+Delete keys simultaneously. The Windows Security screen opens. Click Shut Down, and use the drop-down arrow to select Shut Down.

 If you are still unable to shut down the notebook, 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 computer, you can take advantage of power management settings to conserve battery life. In addition to the normal operating mode, which enables you to turn off specific devices, your computer has two distinct power saving modes: Standby and Hibernate. When using battery power, be aware that the computer 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 to below 10 percent, you should either attach the AC adapter to recharge the battery or shut down your computer and insert a fully charged battery.

Normal mode

Normal mode is the normal state of your computer 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.

Standby mode

In Standby mode the computer 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

- 1 Press the key combination Fn+Esc. You can also use the PowerPanel™ utility to enter Standby mode.
- 2 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.

Using Power Saving Modes

To activate Hibernate mode

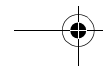
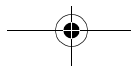
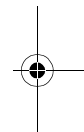
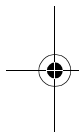
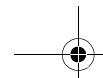
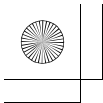
- 1 To activate Hibernate mode, press the key combination Fn+F12, or press the power button and release it immediately. The “Save to Disk Manager” screen appears and the computer enters Hibernate mode.

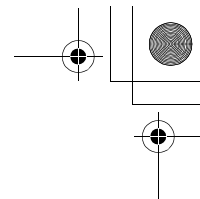
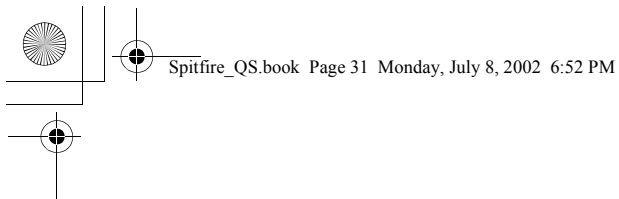
 Do not move the computer until its power indicator turns off.

- 2 Press the power button to return to normal mode.

Notes on power saving modes

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

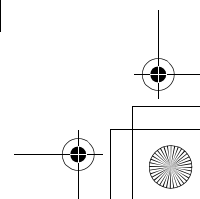
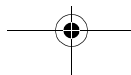
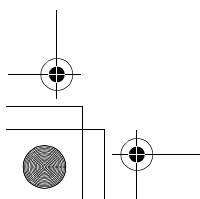
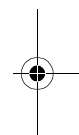
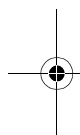




Software and Support Information

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



VAIO® Computer Quick Start

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 (Trial version) *** — Adobe Systems Inc.
- ☐ **America Online®** — America Online, Inc.
- ☐ **Apple QuickTime™** — Apple Computer Inc.
- ☐ **AT&T WorldNet® Service** — AT&T Corp.
- ☐ **DigitalPrint** — Sony Electronics Inc.
- ☐ **DirectTV DSL *** — DirecTV
- ☐ **Drag'nDrop CD** — DigiOn, Inc., and Easy Systems Japan Ltd.
- ☐ **DVgate™** — Sony Electronics Inc.
- ☐ **EarthLink™ Network Total Access** — EarthLink Network Inc.
- ☐ **EverQuest® *** — Sony Online Entertainment Inc.
- ☐ **Microsoft® Internet Explorer** — Microsoft Corp.
- ☐ **Microsoft® Office XP Professional** — Microsoft Corp.
- ☐ **Microsoft® Word*** — Microsoft Corp.
- ☐ **MovieShaker™** — Sony Electronics Inc.
- ☐ **PC-Cillin® 2000** — Trend Micro, Inc.
- ☐ **Pico Player** — Sony Electronics Inc.
- ☐ **Quicken®** — Intuit, Inc.
- ☐ **RealPlayer®** — RealNetworks Inc.
- ☐ **Smart Capture** — Sony Electronics Inc.
- ☐ **SonicStage** — Sony Electronics Inc.
- ☐ **Sony on Yahoo!** — Yahoo! Inc.
- ☐ **Sony ScreenBlast™ ACID*** — Sony Pictures Digital Entertainment

* On selected models.

- ☐ **Sony ScreenBlast™ Sound Forge®*** — Sony Pictures Digital Entertainment
- ☐ **VAIO Action Setup (Jog Dial)** — Sony Electronics Inc.
- ☐ **VAIO Support Agent** — Sony Electronics Inc.
- ☐ **WinDVD®** — InterVideo Inc.

VAIO® Computer Quick Start**Software Support Information****Adobe Acrobat® Reader™, Photoshop® Elements (Adobe Systems, Inc.)**

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

America Online® (America Online, Inc.)

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

Apple QuickTime™ (Apple Computer Inc.)

Web site	http://www.apple.com
phone	800-692-7753
hours	7 days a week, 24 hours a day

EarthLink™ Network Total Access (EarthLink Network Inc.)

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

PC-Cillin® 2000 (Trend Micro, Inc.)

Web site	http://www.antivirus.com/pc-cillin/
phone	949-387-7800
e-mail	support@trendmicro.com
hours	M - F 8 AM - 5 PM (PST)

Software Support Information

Quicken® (Intuit Inc.)

Web site	http://www.intuit.com/support
phone	800-644-3193
hours	7 days a week, 24 hours a day

RealPlayer® (Real Networks, Inc.)

Web site(s)	http://service.real.com/rjoptions.html http://service.real.com/help/call.html
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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, Internet Explorer, Word (Microsoft Corp.)

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

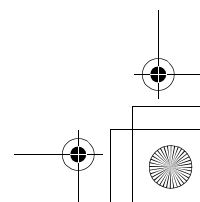
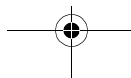
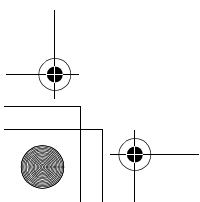
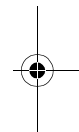
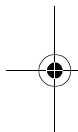
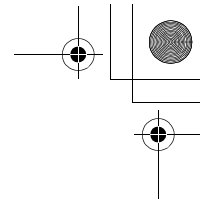
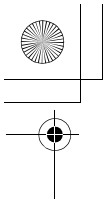
* Support from 1-888-4-SONY-PC is free of charge for 90 days after the original date of purchase.

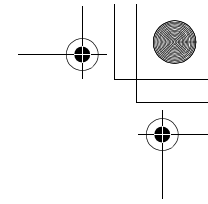
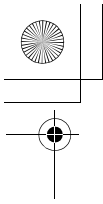
WinDVD® (InterVideo, Inc.)

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

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>.

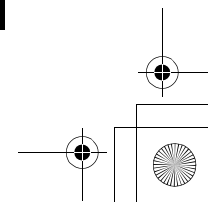
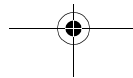
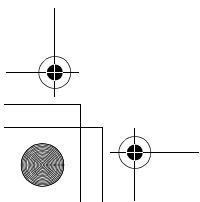
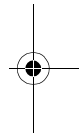
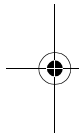




Using the Recovery CDs

This section provides you with details on your Sony Application Recovery and System Recovery CDs.

- ☐ Application and System Recovery CDs
- ☐ Using Your Recovery CDs



VAIO® Computer Quick Start

Application and System Recovery CDs

Your computer comes with the following Application 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 and 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 and System Recovery utilities.


Using the Application Recovery CD(s)

The Application Recovery CD utility enables you to reinstall individual software applications, device drivers, and to repair software applications if they become corrupted or are erased. Reinstalling an individual software application or device driver may correct a problem you are experiencing with your computer, peripheral hardware, or software. You may not need to reinstall the entire contents of your hard drive. To reinstall all the software titles that shipped with your computer, use the System Recovery CD(s). See “Using the System Recovery CD(s)” on page 41 for more information.

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

To reinstall software applications using the Application Recovery CD(s)

- 1 Turn on your computer. If your computer is already on, close all open applications.
- 2 When the Windows desktop appears, insert Sony Application Recovery CD No. 1 into your computer's optical disc 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 more Application Recovery CDs. If you have more than one Application Recovery CD, insert the first CD to run the Application Recovery program. You may be prompted to insert the next CD, depending on the application you wish to restore.

VAIO® Computer Quick Start

To reinstall device drivers using 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 Application Recovery CD No. 1 into the optical disc drive.
- 3** Click Start in the Windows taskbar, and click Control Panel. The Control Panel window appears.
- 4** Click Performance and Maintenance, and click System. The System Properties dialog box appears.
- 5** From the Hardware tab, click Device Manager.
- 6** Click to select the unknown device or the device that requires the driver installation. The unknown device(s) is identified by a yellow question mark.
- 7** From the Action menu, click Uninstall. This removes the device driver from your system. Click OK. Repeat for each device driver as necessary.
- 8** Restart your computer. Click Start in the Windows taskbar, select Turn Off Computer, and then click Restart.

When the desktop appears, Windows automatically reinstalls the device driver(s) from the Application Recovery CD.

 Your system includes one or more Application Recovery CDs. Insert Application Recovery CD No. 1, to start the application or driver recovery process. You are prompted to insert the next CD(s), depending on the software application or driver you wish to restore.

If you have any questions about using the Application Recovery CD(s), visit <http://www.sony.com/pcsupport>, or contact Sony Customer Support at 1-888-4-SONY-PC.

Using the System Recovery CD(s)

The System Recovery CD(s) enables you to format 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 and to reinstall device drivers. See “Using the Application Recovery CD(s)” on page 39 for more information.

The System Recovery CD(s) 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.

VAIO® Computer Quick Start

To use 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 disc drive. The System Recovery utility starts from the optical disc 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 Computer” section of your supplied Quick Start.
- 3 Wait 30 seconds and turn on your computer.
- 4 The VAIO 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

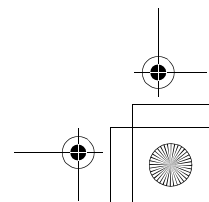
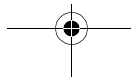
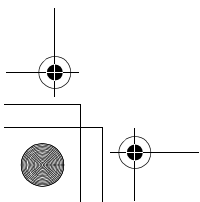
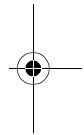
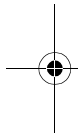
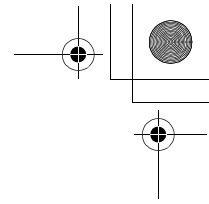
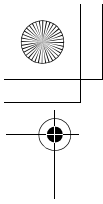
- 1 Press the power button and hold it for more than four seconds to turn off the computer.
- 2 Turn on the computer. When the Sony logo is displayed, press the F2 key. The BIOS setup menu screen appears.
- 3 Press the arrow keys to select the Exit menu.
- 4 Press the arrow keys to select “Exit (Save changes)” and then press the Enter key. The message “Load default configuration now?” appears.
- 5 Make sure “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 Make sure “Yes” is selected, and press the Enter key. The computer restarts from the Recovery CD.

Using Your Recovery CDs

 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 some basic problems you may encounter when using your computer. For more troubleshooting topics refer to the online VAIO® User Guide. Many problems have simple solutions, so refer to these sources before you contact Sony Computing Support (<http://www.sony.com/pcsupport>).

My 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 pack is inserted properly and is charged.
- ☐ If you have connected an external floppy disk drive, make sure there is no floppy disk in the floppy disk drive.
- ☐ Confirm that the power cord and all cables are connected firmly. See “Connecting Peripheral Devices” in the online VAIO User Guide for more information.
- ☐ If you plugged the computer 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 supplied with your display for details.
- ☐ Condensation may cause the computer to malfunction. If this occurs, do not use the computer for at least one hour.
- ☐ Unplug the power cord, press the reset button by using a thin, straight object (such as a paper clip), remove battery pack, plug it in again and turn on the power.

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

VAIO® Computer Quick Start

My computer starts, but a BIOS error appears.

- When the computer's 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 Enter.
 - 3 Press ↓ to select System Time, then set the time (hour: minute: second). Press Enter.
 - 4 Press → to select Exit, then press ↓ to select Get Default Values. The message "Load default configuration now?" appears.
 - 5 Select Yes and press Enter.
 - 6 Select Exit (Save Changes), and then press Enter. The message "Save configuration changes and exit now?" appears.
 - 7 Select Yes, and then press Enter. The computer restarts.

My computer starts, but the message "Operating system not found" appears and Windows does not start.

- If you have connected an external floppy disk drive, make sure there is no floppy disk in the floppy disk drive (non-bootable).
- If a non-bootable disk is in the drive, follow these steps:
 - 1 Turn off the computer, and then remove the floppy disk.
 - 2 Restart the computer and confirm that Windows starts properly.
- If Windows still does not start, follow the steps below to initialize the BIOS:
 - 1 Remove any disk from the floppy disk drive.
 - 2 Remove any peripheral devices connected to the computer.
 - 3 Turn off the computer and then turn it on.
 - 4 Press the F2 key when the Sony logo appears. The BIOS setup menu screen appears.
 - 5 Press the directional arrow keys to select the Exit menu.

- 6 Press the arrow keys to select “Get Default Values” and then press Enter. The message “Load default configuration now?” appears.
- 7 Select Yes, then press Enter.
- 8 Use the directional arrow keys to select “Exit” (Save Changes), and then press Enter. The message “Save configuration changes and exit now?” appears.
- 9 Select Yes, then press Enter. The computer restarts.


If your computer continues to display the message “Operating system not found,” and Windows does not start, contact Sony Computing Support.

My computer stops responding or does not shut down.

It is best to shut down your computer using the Turn Off Computer /Shut Down command on the Windows® Start menu. Using other methods, including those listed here, may result in loss of unsaved data.

- ☐ Try restarting the computer. (Windows XP) On the Windows taskbar, click Start, select Turn Off Computer, and then click Turn Off. (Windows 2000) On the Windows taskbar, click Start, select Shut Down, and click OK.
- ☐ If your computer does not restart, press the Ctrl+Alt+Delete keys at the same time. (Windows XP) The Windows Task Manager dialog box appears, and you can turn off the computer from the Shut Down menu. (Windows 2000) The Windows Security screen opens, and you can click Shut Down.
- ☐ If the previous step does not work, press and hold the power button for at least four seconds. This turns off the power.
- ☐ If your computer stops responding while playing a CD or DVD, stop the CD/DVD, and restart the notebook by pressing the Ctrl+Alt+Delete keys at the same time. (Windows XP) The Windows Task Manager dialog box appears, and you can turn off the computer from the Shut Down menu. (Windows 2000) The Windows Security screen opens, and you can click Shut Down.
- ☐ Unplug the computer from the AC adapter and remove the battery pack from your computer.


VAIO® Computer Quick Start

 Pressing the Ctrl+Alt+Delete keys to turn off the computer via Windows Task Manager, or turning off the computer with the power switch may result in data loss in files that are currently open.

The Power Management setting is not responding.

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

- ☐ To restore the computer to its normal operating stability:
 - 1 Close all open applications.
 - 2 Restart the computer by pressing the Ctrl+Alt+Delete keys at the same time to display Windows Task Manager, and then selecting Restart from the Shut Down menu.

 If this procedure does not work, press and hold the power button for at least four seconds to shut down the computer.

My LCD screen is blank.

- ☐ Check that the computer is plugged into a power source and that it is turned on.
- ☐ Check that the power indicator on the computer is on.
- ☐ Check that the battery pack is inserted properly and that it is charged.
- ☐ The computer 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 F7 several times.

My mouse does not work.

- ☐ If you are using an external mouse, check that the mouse cable is plugged into the USB port. See "Connecting a USB Mouse" in the online VAIO User Guide for details. Note that a serial mouse or PS/2® mouse is not compatible with this computer.

- ❑ Reinstall the mouse/touchstick drivers. See “Using the Recovery CDs” on page 37 for more information.

My touchpad does not work properly.

You may have disabled the touchpad without a mouse being connected to the notebook. To enable the touchpad:

- 1 Press the Windows® key and use the arrow keys to select All Programs, and then Sony Notebook Setup.
- 2 Select the Touchpad tab using the arrow keys.
- 3 Select Enable Touchpad, either by pressing the Tab key or the Alt+“E” keys, and then press Enter.

You must restart the notebook to make the touchpad work again.

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 Control Panel. The Control Panel dialog box appears.
- 2 Press the Tab key until Printers and Other Hardware is highlighted, then press Enter. The Printers and Other Hardware dialog box appears.
- 3 Press the Tab key again, until Mouse is highlighted, then press Enter. The Mouse Properties dialog box appears.
- 4 Change the button assignments in the Mouse Properties dialog box, using the Tab key and arrow keys. (One of the buttons is assigned to the double-click action.) Press Enter.

If this procedure does not work, ensure that another mouse was not installed. You may need to use your supplied Application Recovery CD(s) to reinstall the mouse drivers. See “Using the Recovery CDs” on page 37 for more information.

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

- ❑ The computer should be restarted. Follow these steps:
 - 1 Press the Windows key.

VAIO® Computer Quick Start

- 2 Press the “U” key to select Turn Off Computer / Shut Down, and wait at least four seconds.
 - 3 Press the “R” key to restart your computer.
- ☐ If you cannot restart your notebook as described in the step above, press Ctrl+Alt+Delete simultaneously to display Windows Task Manager, press Alt+“U” to display the Shut Down menu, and press “R” to restart the computer.
 - ☐ If you cannot restart your notebook as described in the step above, press and hold the power button for more than four seconds to turn off the notebook.
 - ☐ If the pointer does not move while playing a disc, press Ctrl+Alt+Delete simultaneously to stop playback, display the Windows Task Manager and enable you to restart the notebook by selecting Restart from the Shut Down menu.
 - ☐ If this procedure does not work, ensure that another mouse was not installed.
 - ☐ You may need to use your supplied Application Recovery CD(s) to reinstall the touchpad drivers. See “Using the Recovery CDs” on page 37 for more information.

My software program stops responding or crashes.

Contact the software publisher or designated provider for technical support. See “About the Software on Your Computer” in the online VAIO User Guide for more information.

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 computer capabilities and solve common problems.
- 2 Software Manuals and Online Help Files**
The software preinstalled on your computer 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/>.

VAIO® Computer Quick Start

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

Sony and Microsoft 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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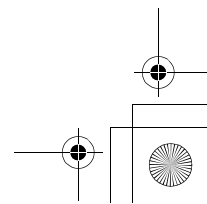
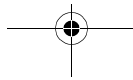
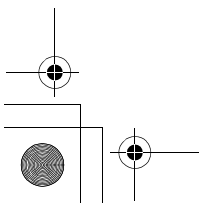
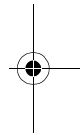
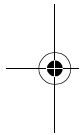
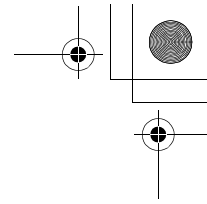
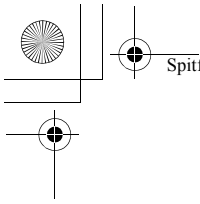
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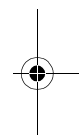
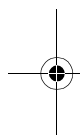
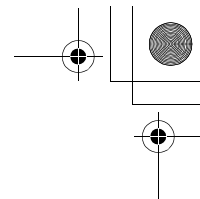
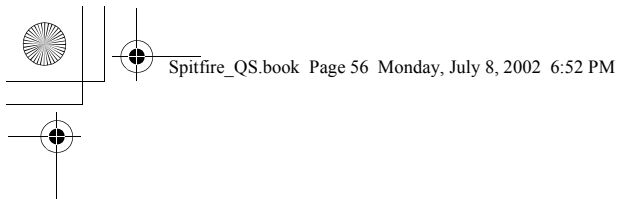
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<http://www.sony.com/vaio>

