

**SONY®**

***VAIO Digital Studio™  
Computer Quick Start***

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Sony, VAIO, the VAIO logo, VAIO Smart, Giga Pocket, MovieShaker, DVgate, Handycam, Memory Stick, the Memory Stick logo, Net MD, Network Walkman, OpenMG, MICROMV, SonicStage, ImageStation, ATRAC3, and i.LINK are trademarks or registered trademarks of Sony.

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## Owner's Record

The model number and serial number are located on the back panel of your Sony VAIO® computer. Record the model and serial number in the space provided here, and keep in a secure location. Refer to the model and serial numbers when you call your Sony Service Center.

Model Number:	
Serial Number:	

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## Safety Information and Caution

Your computer's installed optical drives may vary, depending on the system configuration you have purchased. See the online specifications sheet for details on your installed optical drives.

For questions regarding your product or for the Sony Service Center nearest you, visit the Sony Computing Support Web site at <http://www.sony.com/pcsupport>.

### DVD±RW Laser Diode Properties

<b>Laser Output</b>	32 mW (DVD-Write)	77 mW (CD-Write)
	0.8 mW (DVD-Read)	1.6 mW (CD-Read)
<b>Wave Length</b>	654-660 nm (DVD)	780-787 nm (CD)

### DVD-RW Laser Diode Properties

<b>Laser Output</b>	23 mW (DVD-Write)	38 mW (CD-Write)
	0.8 mW (DVD-Read)	0.8 mW (CD-Read)
<b>Wave Length</b>	655-660 nm (DVD)	779-787 nm (CD)

### DVD-ROM Laser Diode Properties

<b>Laser Output</b>	0.7 mW (DVD)	0.4 mW (CD)
<b>Wave Length</b>	640-660 nm (DVD)	770-810 nm (CD)

### CD-RW Laser Diode Properties

<b>Laser Output</b>	1.5 mW (CD-Read)
	59.4 mW (CD-Write)
<b>Wave Length</b>	780-784 nm (CD)

### CD-ROM Laser Diode Properties

<b>Laser Output</b>	1.0 mW (CD-Read)
<b>Wave Length</b>	760-810 nm (CD)

- ☐ To prevent fire or shock hazard, do not expose your desktop to rain or moisture.
- ☐ To avoid electrical shock, do not open the cabinet. Refer servicing to qualified personnel only.
- ☐ Never install modem or telephone wiring during a lightning storm.
- ☐ Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- ☐ Never touch uninsulated telephone wire or terminals unless the telephone line has been disconnected at the network interface.
- ☐ Use caution when installing or modifying telephone lines.
- ☐ Avoid using the modem during an electrical storm.
- ☐ Do not use the modem or a telephone to report a gas leak in the vicinity of the leak.
- ☐ The socket outlet shall be installed near the equipment and shall be easily accessible.



**To change the backup battery, please contact your nearest Sony Service Center.**



**Caution—The use of optical instruments with this product will increase eye hazard. As the laser beam used in this product is harmful to the eyes, do not attempt to disassemble the drive cabinet. Refer servicing to qualified personnel only.**



**Danger—Visible and invisible laser radiation when open. Avoid direct exposure to beam.**



**For DVD-RW: Danger—Visible and invisible laser radiation when open. Avoid direct exposure to beam.**



**For CD-RW: Danger—Invisible laser radiation when open. Avoid direct exposure to beam.**



**Caution—For ADSL and V.90 modem models; to reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord.**

- ☐ Pour prévenir tout risque d'incendie ou d'électrocution, garder cet appareil à l'abri de la pluie et de l'humidité.
- ☐ Pour prévenir tout risque d'électrocution, ne pas ouvrir le châssis de cet appareil et ne confier son entretien qu'à une personne qualifiée.
- ☐ Ne jamais effectuer l'installation de fil modem ou téléphone durant un orage électrique.
- ☐ Ne jamais effectuer l'installation d'une prise téléphonique dans un endroit mouillé à moins que la prise soit conçue à cet effet.
- ☐ Ne jamais toucher un fil téléphonique à découvert ou un terminal à moins que la ligne téléphonique n'ait été débranché de l'interface réseau.
- ☐ Soyez très prudent lorsque vous installez ou modifiez les lignes téléphoniques.
- ☐ Évitez d'utiliser le modem durant un orage électrique.
- ☐ N'utilisez pas le modem ni le téléphone pour prévenir d'une fuite de gaz vous êtes près de la fuite.
- ☐ L'appareil doit être le plus près possible d'une prise murale pour en faciliter l'accès.



**Pour changer la pile de rechange, veuillez contacter votre centre de service Sony le plus près.**



**Avertissement: L'utilisation d'instruments optiques avec ce produit augmente les risques pour les yeux. Puisque le faisceau laser utilisé dans ce produit est dommageable pour les yeux, ne tentez pas de désassembler le boîtier. Adressez-vous à un agent de service qualifié.**



**Danger: Radiation laser visible et invisible si ouvert. Évitez l'exposition directe au faisceau.**



**Pour les DVD-RW: Danger—Radiation laser visible si ouvert. Évitez l'exposition directe au faisceau.**



**Pour les CD-RW: Danger—Radiation laser visible et invisible si ouvert. Évitez l'exposition directe au faisceau.**



**Attention: Pour ADSL et V.90 modele modem; afin de réduire les risques d'incendie, n'utilisez qu'un cordon de communication NO. 26 AWG ou plus gros.**

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## Regulatory Information

### Declaration of Conformity

Trade Name:	SONY
Model No.:	PCV-1112 PCV-7772
Responsible Party:	Sony Electronics Inc.
Address:	680 Kinderkamack Rd. Oradell, NJ 07649
Telephone:	201-930-6972

This phone number is for FCC-related matters only.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Model No.: PCVA-IMB4A

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- ☐ Reorient or relocate the receiving antenna.
- ☐ Increase the separation between the equipment and the receiver.
- ☐ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- ☐ Consult the dealer or an experienced radio/TV technician for help.

You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this equipment.

Only peripherals (computer input/output devices, terminals, printers, etc.) that comply with FCC Class B limits may be attached to this computer product. Operation with noncompliant peripherals is likely to result in interference to radio and television reception.

All cables used to connect peripherals must be shielded and grounded. Operation with cables, connected to peripherals, that are not shielded and grounded, may result in interference to radio and television reception.

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## ***FCC Part 68***

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the rear of this equipment is a label that contains, among other information, a product identifier in the format US:AAEQ##TXXXX. If requested, this number must be provided to the telephone company.

This modem uses the USOC RJ-11 telephone jack.

A telephone plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. The REN is used to determine the quantity of devices which may be connected to the telephone line.

Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g. 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operations of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact the Sony Customer Information Service Center at 1-888-4-SONY-PC (1-888-476-6972), or write to the Sony Customer Information Center, 12451 Gateway Blvd., Fort Myers, FL 33913, or find Sony Customer Service on the Web at <http://www.sony.com/pcsupport>. If this equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment from the network until the problem is resolved.

Repair of this equipment should be made only by a Sony Service Center or Sony authorized agent. For the Sony Service Center nearest you, call 1-888-4-SONY-PC (1-888-476-6972), or visit the Sony Computing Web site at <http://www.sony.com/pcsupport>.

Connection to Party Line Service is subject to state tariffs. Contact the state public utility commission, public service commission, or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Please use a surge arrestor against electrical surges.

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## ***Telephone Consumer Protection Act of 1991 (United States)***

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including FAX machines, to send any message unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business, other entity, or individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long distance transmission charges.)

In order to program this information into your facsimile machine, see your fax software documentation.

## ***Telephone Consumer Guidelines (Canada)***

Please refer to your telephone directory under 'Privacy Issues' and/or 'Terms of Service.' For more detailed information, please contact:

**CRTC**

**Terrasses de la Chaudière**

**Tour centrale 1 promenade du Portage**

**5 étage Hull PQ K1A 0N2.**

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.



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## ***Disposal of Lithium Battery***

You can return your unwanted lithium batteries to your nearest Sony Service Center or Factory Service Center.



In some areas the disposal of lithium batteries in household or business trash may be prohibited.

For the Sony Service Center nearest you, call 1-888-476-6972 in the United States or 1-800-961-7669 in Canada.



**Do not handle damaged or leaking lithium batteries. In some areas, the disposal of lithium batteries in household or business trash may be prohibited.**

**Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.**

**The battery pack used in this device may present a fire or chemical burn hazard if mistreated. Do not disassemble, heat above 212°F (100°C), or incinerate. Dispose of used battery promptly. Keep away from children.**



**Ne pas manipuler les batteries au lithium qui fuient ou sont endommagées.**

**Une batterie non conforme présente un danger d'explosion. La remplacer seulement par une batterie identique ou de type équivalent recommandé par le fabricant. Évacuer les batteries usées selon les directives du fabricant.**

**La manutention incorrecte du module de batterie de cet appareil présente un risque d'incendie ou de brûlures chimiques. Ne pas démonter, incinérer ou exposer à une température de plus de 100°C. Évacuer promptement la batterie usée. Garder hors de portée des enfants.**

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## ***Industry Canada Notice***

This equipment meets the applicable Industry Canada technical specifications.

The Ringer Equivalence Number (REN) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed 5.

## ***Avis de L'Industrie Canada***

Le présent matériel est conforme aux spécifications techniques applicables d'Industrie Canada.

L'indice d'équivalence de la sonnerie (IES) sert à indiquer le nombre maximal de terminaux qui peuvent être raccordés à une interface téléphonique. La terminaison d'une interface peut consister en une combinaison quelconque de dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'excède pas 5.

# Getting Started

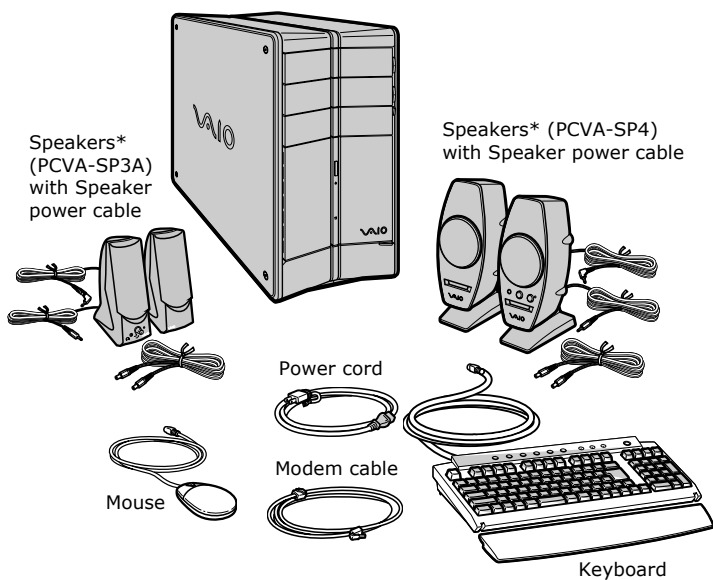
*Congratulations on your purchase of the Sony VAIO® computer! Your new, high-performance, multimedia computer combines state-of-the-art computer functionality with the latest audio, video and information technology features.*

## Unpacking your Computer

Your computer may not be supplied with all of the accessories shown, depending on the system configuration you purchased. For details on the accessories supplied with your computer, see the online *Specifications* sheet.

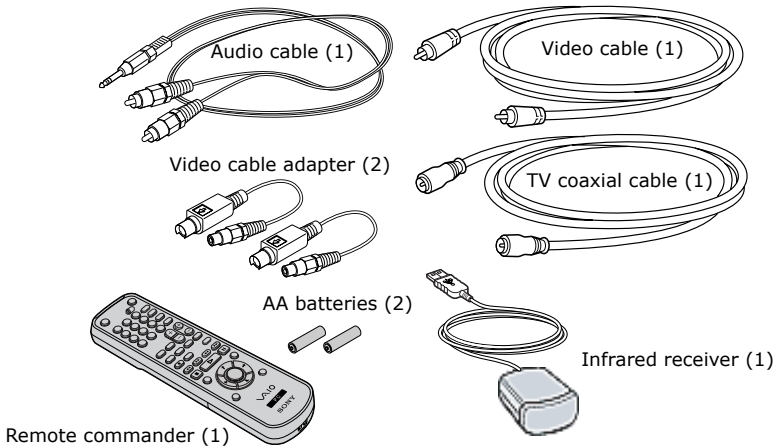
### Computer and supplied accessories

System unit (PCV-RZ series model shown)



\*The supplied speakers may vary, depending on the VAIO computer model purchased. See the online specifications sheet for details on supplied accessories.

***Giga Pocket Personal Video Recorder accessories  
(For models equipped with Giga Pocket features)***



***Manuals***

- ❑ ***VAIO Digital Studio™ Computer Quick Start***—Provides basic information on setting up and registering your computer. The Quick Start also provides resources for technical support, safety guidelines and owner's information.
- ❑ ***Microsoft® Windows® XP guide***—Explains how to use the basic features of the latest Windows operating system.

***Online Documentation***

- ❑ ***VAIO® Computer User Guide***—Contains the features and specifications of your computer. It also includes information on the applications included with your system, how to contact software vendors, and solve common problems.

To access the online User Guide:

- 1 Click **Start** in the Windows taskbar, then click **Help and Support**.
- 2 From the VAIO Help and Support Center menu, click **VAIO User Guide**.

- ❑ **Giga Pocket™ Personal Video Recorder**—(For models equipped with Giga Pocket) This online guide contains information on setting up and using the Giga Pocket Personal Video Recorder equipment and software applications. The **Internet Electronic Program Guide (iEPG)** service information describes new Sony technology that is used with the Internet, to locate, record and set up timed recordings of your favorite TV programs. To access this online information:
  - 1 Click **Start** in the Windows taskbar, then click **Help and Support**.
  - 2 From the VAIO Help and Support menu, click **Giga Pocket**.
- ❑ **Creating DVDs**—(For models equipped with a DVD±RW drive) This online guide provides information designed to help you become familiar with your DVD±RW drive and the DVD burning software applications included with your computer. To access this online information:
  - 1 Click **Start** in the Windows taskbar, then click **Help and Support**.
  - 2 From the VAIO Help and Support menu, click **VAIO Multimedia**.
- ❑ **Specifications**—This online specification sheet describes the hardware and software configuration of your VAIO computer. To access this online information:
  - 1 Click **Start** in the Windows taskbar, then click **Help and Support**.
  - 2 From the VAIO Help and Support menu, click **VAIO User Guide**.
  - 3 Locate the link in the text, “View the VAIO® Computer Specifications...”

### **Recovery CDs**

- ❑ **System Recovery CD(s)** — Restores the software applications that shipped with your computer if they become corrupted or are erased. The supplied System Recovery CDs can only be used to restore the hard disk of this Sony computer.
- ❑ **Application Recovery CD(s)** — Reinstalls individual software applications or drivers if they become corrupted or are erased.

### **Other**

Software Library containing the Microsoft software license agreement and Sony end-user license agreement.

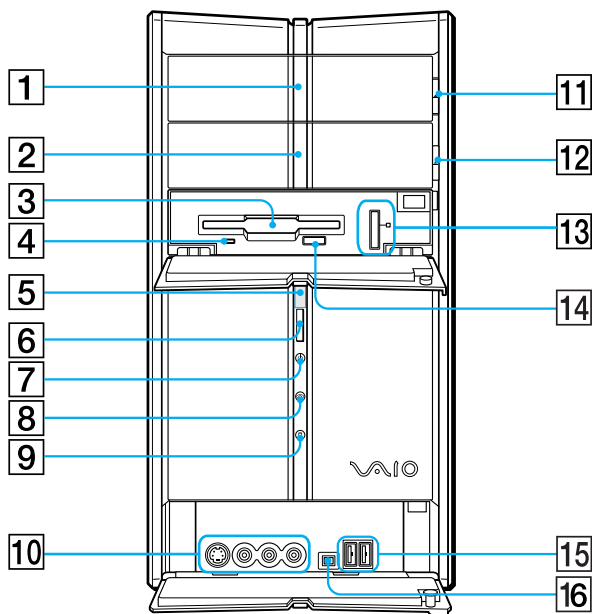
# *Locating Controls And Ports*

*This section is intended to familiarize you with the controls, ports and jacks on your computer. Your computer may not be equipped with all of these hardware features and the location of the controls, ports, and jacks may vary from the illustrations shown in this section. To view the specific connection capabilities for your system, see the online specifications sheet.*

## About the Front Panel (PCV-RZ series model)

The front panel of your VAIO Computer enables access to the optical and floppy disk drives. On certain models, the front panel also provides access to Giga Pocket Personal Video Recorder jacks and ports, a Memory Stick media slot and the Universal Serial Bus (USB), and i.LINK® ports that enable you to connect compatible peripheral devices.

### Front panel (PCV-RZ series model)



- 
- |       |  |
|-------|--|
| 1     | <b>Optical drive 1</b><br>See the online specifications sheet for optical drive information. |
| <hr/> |  |
| 2     | <b>Optical drive 2</b><br>See the online specifications sheet for optical drive information. |
| <hr/> |  |
| 3     | <b>Floppy disk drive</b><br>Reads and writes data from and to a 3.5-inch floppy disk.        |
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|----------|---|
| <b>4</b> | <b>Floppy disk drive access indicator</b><br>Light is green while reading and writing data from and to a floppy disk. |
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|----------|--|
| <b>5</b> | <b>Power indicator</b><br>Light is blue while the power is on. |
|----------|--|
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- |          |   |
|----------|---|
| <b>6</b> | <b>Power switch</b><br>Turns the computer on and off. |
|----------|---|
- 
- |          |   |
|----------|---|
| <b>7</b> | <b>Stand by indicator</b><br>Light is red when the computer is placed in Stand by mode. |
|----------|---|
- 
- |          |  |
|----------|--|
| <b>8</b> | <b>Optical drive access indicator</b><br>Light is amber while reading and writing data from and to the optical drives. |
|----------|--|
- 
- |          |   |
|----------|---|
| <b>9</b> | <b>Hard disk drive access indicator</b><br>Light is amber while reading and writing data from and to the hard disk. |
|----------|---|
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- |           |  |
|-----------|--|
| <b>10</b> | <b>(For models equipped with Giga Pocket features)</b><br><b>S-video In jack</b><br>Connection for an S-video cable (optional).<br><b>Video In jack</b><br>Connection for a video cable (supplied).<br><b>Audio L In jack/Audio R In jack</b><br>Connection for an audio cable (supplied). |
|-----------|--|
- 
- |           |  |
|-----------|--|
| <b>11</b> | <b>Optical drive 1 eject button</b><br>Ejects a disc from Optical drive 1. |
|-----------|--|
- 
- |           |  |
|-----------|--|
| <b>12</b> | <b>Optical drive 2 eject button</b><br>Ejects a disc from Optical drive 2. |
|-----------|--|
- 
- |           |   |
|-----------|---|
| <b>13</b> | <b>Memory Stick media slot and access indicator</b><br>Reads and writes data from and to a Memory Stick® media. The access indicator light is amber when reading or writing data. |
|-----------|---|
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**14 Floppy disk eject button**

Ejects a floppy disk from the floppy disk drive.

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**15 Universal Serial Bus (USB 2.0) ports (2)**

Connections for compatible high/full/low-speed USB devices.

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**16 i.LINK (4-pin) S400 port (IEEE 1394)**

Connection for a compatible digital device.

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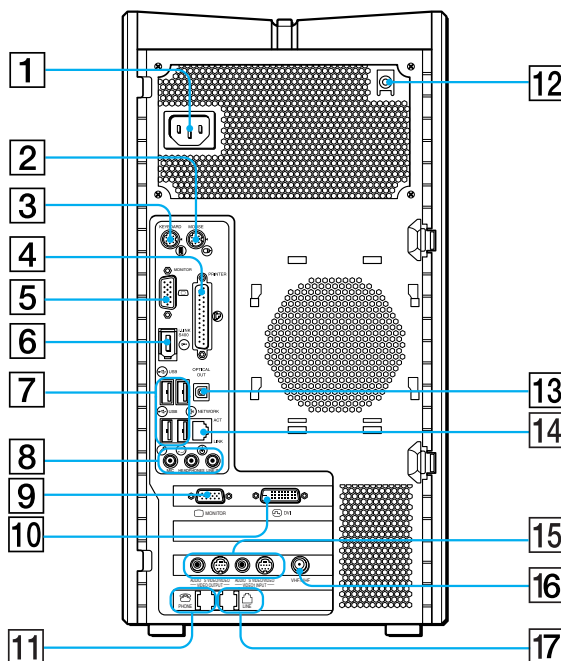
i.LINK is a trademark of Sony used only to designate that a product contains an IEEE 1394 connection. The i.LINK connection may vary, depending on the software applications, operating system, and compatible i.LINK devices. All products with an i.LINK connection may not communicate with each other.

Please 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 devices to your system, such as an optical or hard disk drive, confirm their operating system compatibility and required operating conditions.


## About the Back Panel (PCV-RZ series model)

The back panel of your computer contains the ports for supplied and optional accessories. The icons on the back panel locate and identify the ports on your computer.

### Back panel (PCV-RZ series model)



- 
- |          |  |
|----------|--|
| <b>1</b> | <b>AC Input port</b><br>Connection for the supplied power cord.                        |
| <hr/>    |  |
| <b>2</b> | <b>Mouse port</b><br>Connection for a PS/2® mouse.                                     |
| <hr/>    |  |
| <b>3</b> | <b>Keyboard port</b><br>Connection for a PS/2 keyboard.                                |
| <hr/>    |  |
| <b>4</b> | <b>Printer port</b><br>Connection for a parallel device, such as a printer or scanner. |
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- |    |  |
|----|--|
| 5  | <b>Monitor port<sup>*</sup></b><br>Connection for a standard display.  |
| 6  | <b>i.LINK 6-pin S400 port (IEEE 1394)</b><br>Connection and power for a compatible digital device such as a Sony Digital Handycam <sup>®</sup> camcorder.  |
| 7  | <b>Universal Serial Bus (USB 2.0) ports (4)</b><br>Connections for compatible high/full/low-speed USB devices.   |
| 8  | <b>Microphone jack</b><br>Connection for a microphone (optional).<br><b>Headphones jack</b><br>Connection for the supplied speakers or optional headphones.<br><b>Line In jack</b><br>Connection for an audio device.  |
| 9  | <b>Monitor port<sup>†</sup></b><br>Connection for a standard display.  |
| 10 | <b>Monitor (DVI) port<sup>‡</sup></b><br>Connection for a DVI monitor.   |
| 11 | <b>Telephone jack</b><br>Connection for a telephone cable (optional) to the computer.  |
| 12 | <b>Speaker DC Out jack<sup>**</sup></b><br>Connection for the speaker power cable.   |
| 13 | <b>S/P DIF optical out port</b><br>Connection for a digital audio or optical device.   |
| 14 | <b>Ethernet port</b><br>Connection for a 10BASE-T/100BASE-TX Ethernet.<br>(The port marked with  (Network) is for LAN connections only.)  |
| 15 | <b>(For models equipped with Giga Pocket features)</b><br><b>Audio Out jack</b><br>Connection for an audio cable (supplied).<br><b>Video/S-video Out jack</b><br>Connection for a video cable adapter (supplied) or an S-video cable (optional).<br><b>Audio In jack</b><br>Connection for an audio cable (supplied).<br><b>Video/S-video In jack</b><br>Connection for a video cable adapter (supplied) or an S-video cable (optional). |
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**16 (For models equipped with Giga Pocket features)**

**VHF/UHF port**

Connection for a coaxial cable (supplied).

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**17 Modem line jack**

Connection for the modem (supplied) cable to the wall jack.

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\* This monitor port may have a cover, indicating that it is not available for use. On some models, the monitor port may be in a different location.

† On some models, the monitor port may be in a different location.

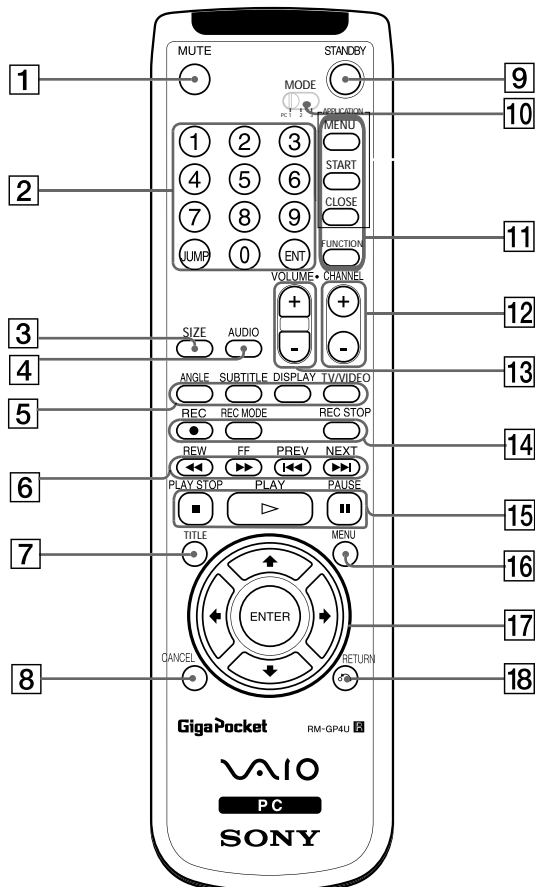
‡ A DVI monitor port is available on selected models only.

\*\* The speakers supplied with your computer may vary, depending on the system purchased. See the online specification sheet for information on supplied accessories.

## About the Remote Control (For models equipped with Giga Pocket features)

Giga Pocket™ Personal Video Recorder features are controlled with the remote commander\*. The remote commander can start and stop video recording and playback, select channels, and set viewing preferences. This section describes the basic functions of your remote commander.

### Remote control



\* The remote commander is supplied with models that are equipped with Giga Pocket features.

---

**1 MUTE button**

Press to turn off the sound. Press again to restore the sound.

---

**2 Channel number buttons (1-9)**

Press to select specific channels.

(Press the ENT button to activate channel selection.)

**JUMP button**

Press to go to the previous channel. Press again to return to the current channel.

**ENT button**

Press to activate channel selection. See **Channel number** buttons.

---

**3 SIZE button**

Press to view the current software in full-screen size. Press again to return the view to its original size.

---

**4 AUDIO button**

Press to view available sound mode options on the monitor/display.

---

**5 DVD angle button**

Press to change the camera angle during DVD playback. See the DVD player software for details. This function is not available for other software.

**DVD Subtitle button**

Press to turn on/off subtitles or to change the subtitle language during DVD playback. See the DVD player software for details. This function is not available for other software.

**DISPLAY button**

During DVD playback in full screen mode, press to show the settings window.

When using Giga Pocket software, press to display the TV/Recording deck and playback deck screens. Press again to hide these views.

**TV/VIDEO button**

Press to change the on-screen image from the TV/Recording deck to external video equipment, such as your VCR.

(Note: You cannot change the input source while recording.)

---

**6 REW and FF buttons**

Press to rewind or fast-forward.

**PREV and NEXT buttons**

Press to move back to the previous screen or forward to the next screen.

---

---

**7 TITLE button**

The function of this button may vary between DVDs. See the DVD player software instructions for details.

---

**8 CANCEL button**

When using Giga Pocket software, press to close an error message dialog box. The window returns to its original size when displayed in full-screen mode.

(Note: This function is not available for other software.)

---

**9 STANDBY button**

Press to place the system into Stand by mode.

(Note: You cannot place the computer into Stand by mode when certain Giga Pocket functions are running.)

---

**10 MODE switch**

Set the switch from **1** to **3**, to change the remote commander's control between computers. The target computer's remote commander software determines the assigned number.

(Note: The default setting is **1**, if you are using a single computer.)

---

**11 MENU button**

Press to view a shortcut menu of available software applications. Press again to hide this menu.

(Note: For Giga Pocket software, the **Select Video Capsules** window displays. Press the button again to hide this window.)

**START button**

Press to start the selected software.

**CLOSE button**

Press to close the current software.

**FUNCTION button**

When Giga Pocket software is selected with the **Menu** button, press to switch from the TV/recording deck to the playback deck.

When using SonicStage software, press to change from the music drive (hard disk drive) to the CD.

---

**12 CHANNEL button**

Press to change channels automatically (no number input required).

(Note: This function is available for Giga Pocket software only.)

---

**13 VOLUME button**

Press to raise or lower the volume.

---



---

**14 REC button**

Press to begin recording.

**REC MODE button**

Press to select the recording mode.

**REC STOP button**

Press to stop recording.

(Note: The REC, REC MODE, and REC STOP functions are available for Giga Pocket software only.)

---

**15 PLAY STOP button**

Press to stop playback.

**PLAY button**

Press to begin playback.

**PAUSE button**

Press to pause playback.

---

**16 MENU button**

Press to display the root menu during DVD playback. Press again to minimize the window. See the DVD player software for details.

When using Giga Pocket software, press to display Video Capsule listings.

When using SonicStage software, press to display Playlists.

When using VAIO Media software, press to display the main menu.

---

**17 Direction and ENTER buttons**

Press a direction arrow to navigate. Press ENTER to select.

---

**18 RETURN button**

Press to return to the previous screen.

(Note: This function is not available for Giga Pocket software.)

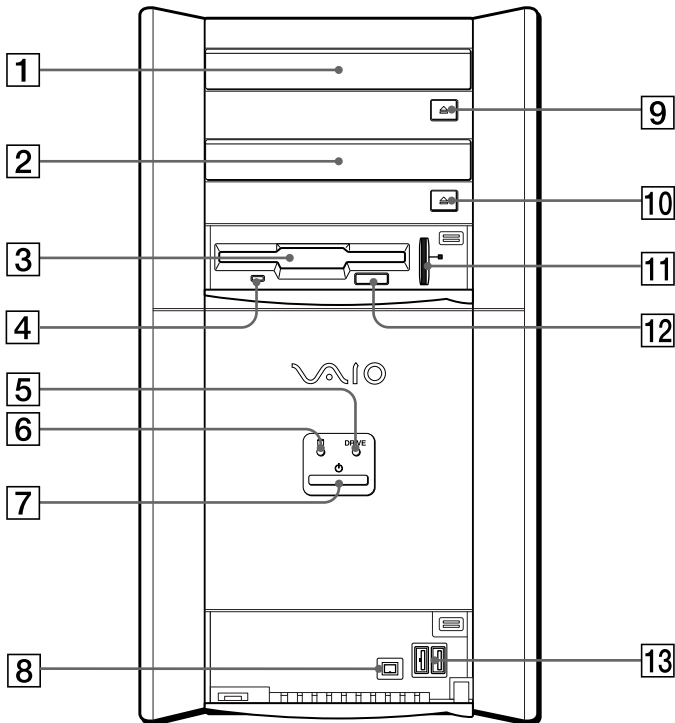


For more details about the function buttons on your remote commander, see the Giga Pocket Help.

## About the Front Panel (PCV-RX series model)


The front panel of your VAIO Computer enables access to the optical and floppy disk drives. It also includes access to the Memory Stick media slot, Universal Serial Bus (USB), and i.LINK® ports to connect compatible peripheral devices.

### Front panel (PCV-RX series model)



- 
- |          |  |
|----------|--|
| <b>1</b> | <b>Optical drive 1</b><br>See the online specifications sheet for optical drive information. |
| <hr/>    |  |
| <b>2</b> | <b>Optical drive 2</b><br>See the online specifications sheet for optical drive information. |
| <hr/>    |  |
| <b>3</b> | <b>Floppy disk drive</b><br>Reads and writes data from and to a 3.5-inch floppy disk.        |
-

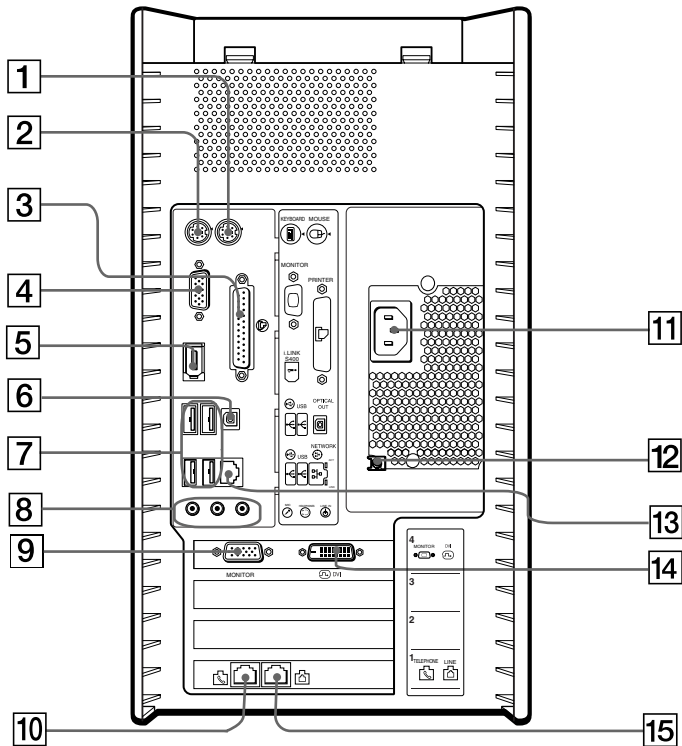
- 
- |          |   |
|----------|---|
| <b>4</b> | <b>Floppy disk drive access indicator</b><br>Light is green while reading and writing data from and to a floppy disk. |
|----------|---|
- 
- |          |  |
|----------|--|
| <b>5</b> | <b>Optical drive access indicator</b><br>Light is amber while reading and writing data from and to the optical drives. |
|----------|--|
- 
- |          |   |
|----------|---|
| <b>6</b> | <b>Hard disk drive access indicator</b><br>Light is amber while reading and writing data from and to the hard disk. |
|----------|---|
- 
- |          |  |
|----------|--|
| <b>7</b> | <b>Power button and power indicator</b><br>Turns the computer on/off. The indicator light is blue while the power is on and amber when the computer is in Stand by mode. |
|----------|--|
- 
- |          |  |
|----------|--|
| <b>8</b> | <b>i.LINK 4-pin S400 port (IEEE 1394)</b><br>Connection for a compatible digital device. |
|----------|--|
- 
- |          |  |
|----------|--|
| <b>9</b> | <b>Optical drive 1 eject button</b><br>Ejects a disc from Optical drive 1. |
|----------|--|
- 
- |           |  |
|-----------|--|
| <b>10</b> | <b>Optical drive 2 eject button</b><br>Ejects a disc from Optical drive 2. |
|-----------|--|
- 
- |           |  |
|-----------|--|
| <b>11</b> | <b>Memory Stick® media slot</b><br>Reads and writes data from and to a Memory Stick media. |
|-----------|--|
- 
- |           |  |
|-----------|--|
| <b>12</b> | <b>Floppy disk eject button</b><br>Ejects a floppy disk. |
|-----------|--|
- 
- |           |  |
|-----------|--|
| <b>13</b> | <b>Universal Serial Bus (USB 2.0) ports (4)</b><br>Connections for compatible high/full/low-speed USB devices. |
|-----------|--|
- 

 For your convenience, your computer includes USB and i.LINK ports on both the front and back panels. The 4-pin i.LINK port is located on the front panel and the 6-pin i.LINK port is located on the back.

## About the Back Panel (PCV-RX series model)


The back panel of your computer contains the ports for supplied and optional accessories. The icons on the back panel locate and identify the ports and jacks on your computer.

### Back panel (PCV-RX series model)



- |   |  |
|---|--|
| 1 | <b>Mouse port</b><br>Connection for a PS/2® mouse.                                     |
| 2 | <b>Keyboard port</b><br>Connection for a PS/2 Keyboard.                                |
| 3 | <b>Printer port</b><br>Connection for a parallel device, such as a printer or scanner. |

---

<b>4</b>	<b>Monitor port</b> <sup>*</sup> Connection for a standard display.
<b>5</b>	<b>i.LINK 6-pin S400 port (IEEE 1394)</b> Connection for a compatible digital device.
<b>6</b>	<b>S/P DIF optical out port</b> Connection for a digital audio or optical device.
<b>7</b>	<b>Universal Serial Bus (USB 2.0) ports (4)</b> Connections for compatible high/full/low-speed USB devices.
<b>8</b>	<b>Microphone jack</b> Connection for a microphone (optional). <b>Headphones jack</b> Connection for the supplied speakers or optional headphones. <b>Line In jack</b> Connection for an audio device.
<b>9</b>	<b>Monitor port</b> <sup>†</sup> Connection for a standard display.
<b>10</b>	<b>Telephone jack</b> Connection for a telephone cable (optional) to the computer.
<b>11</b>	<b>AC Input port</b> Connection for the supplied power cord.
<b>12</b>	<b>Speaker DC Out jack</b> <sup>‡</sup> Connection for the speaker power cable.
<b>13</b>	<b>Ethernet port</b> Connection for a 10BASE-T/100BASE-TX Ethernet. (The port marked with  (Network) is for LAN connections only.)
<b>14</b>	<b>Monitor (DVI) port</b> <sup>**</sup> Connection for a DVI monitor.
<b>15</b>	<b>Modem line jack</b> Connection for the supplied modem cable to the wall jack.

---

\* This monitor port may have a cover, indicating that it is not available for use. On some models, the monitor port may be in a different location.

† On some models, the monitor port may be in a different location.

‡ The speakers supplied with your computer may vary, depending on the system purchased.  
See the online specification sheet for information on supplied accessories.

\*\* A DVI monitor port is available on selected models only.



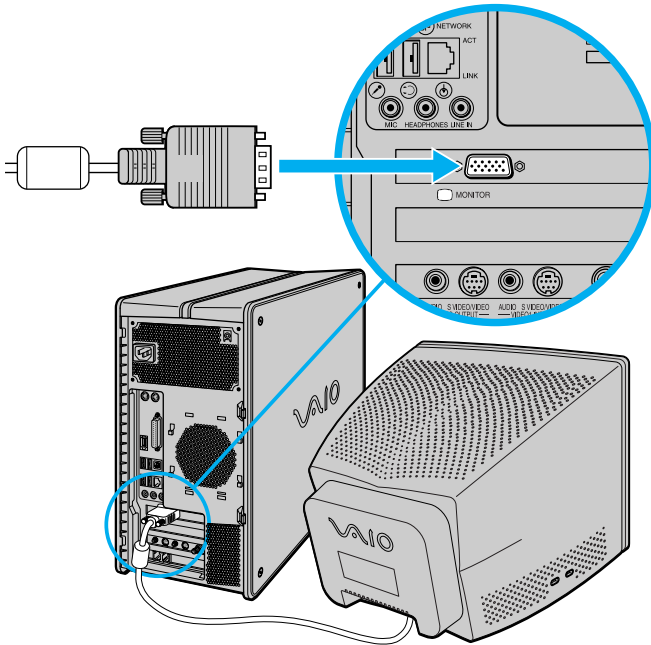
# *Setting Up Your Computer*

*Your computer may not be equipped with all of these hardware features and the location of the controls, ports, and jacks may vary from the illustrations shown in this section. See the online specifications sheet for your system's hardware configuration.*

## Connecting a Display (Monitor)

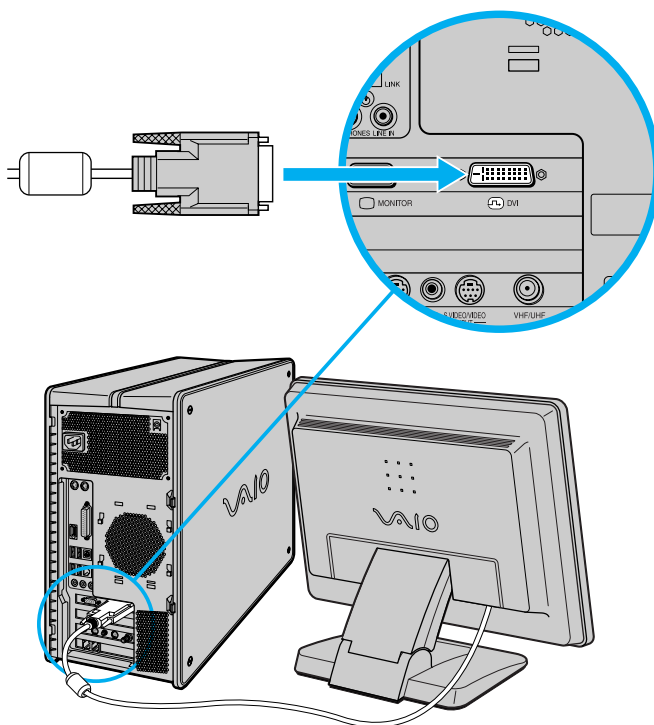
- 1 Plug the display's cable into the monitor port.
- 2 If necessary, plug the display's cable into the rear of the display.


*To connect a display (PCV-RZ series model)*





*To connect a DVI display (PCV-RZ series model)*

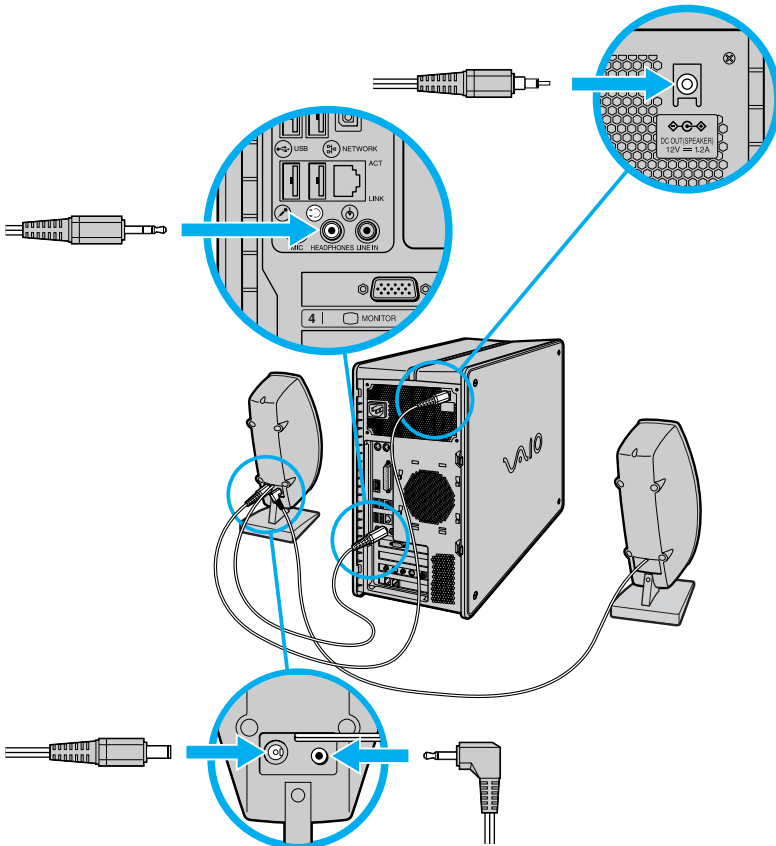


 Install your equipment so that you can easily reach the power outlet in the event of an emergency.

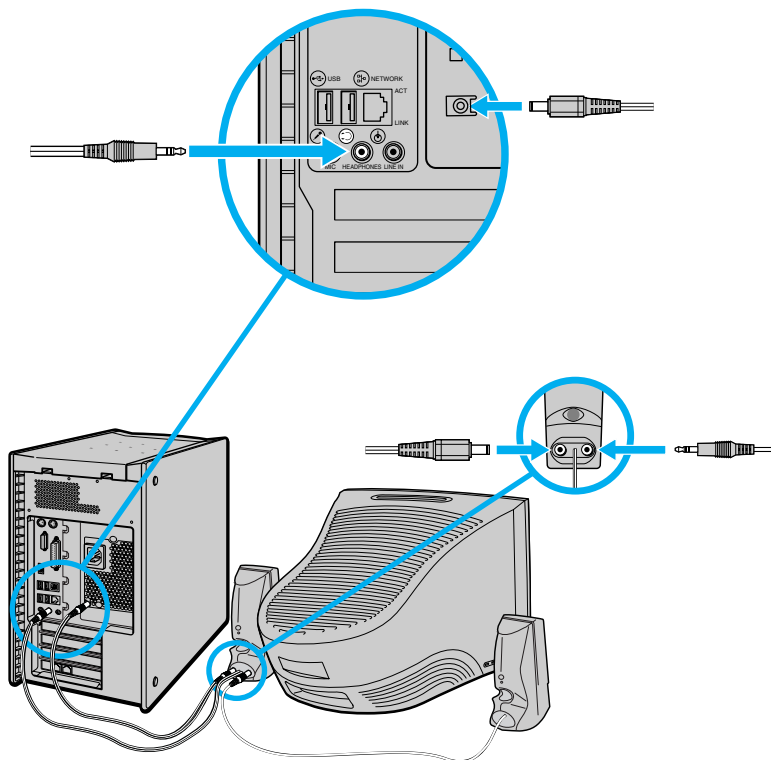
## Connecting the Speakers

- 1 Plug the cable attached to the back of the left speaker into the L Out jack on the back of the right speaker.
- 2 Plug the cable attached to the back of the right speaker into the Headphones jack, located on the back panel of your computer.
- 3 Plug the jack end (yellow) of the speaker power cable into the DC In jack (yellow) on the back of the right speaker.
- 4 Plug the jack end (black) of the speaker power cable into the DC Out jack (black) located on the back panel of your computer.

*To connect the PCVA-SP4 speakers (PCV-RZ series model)*



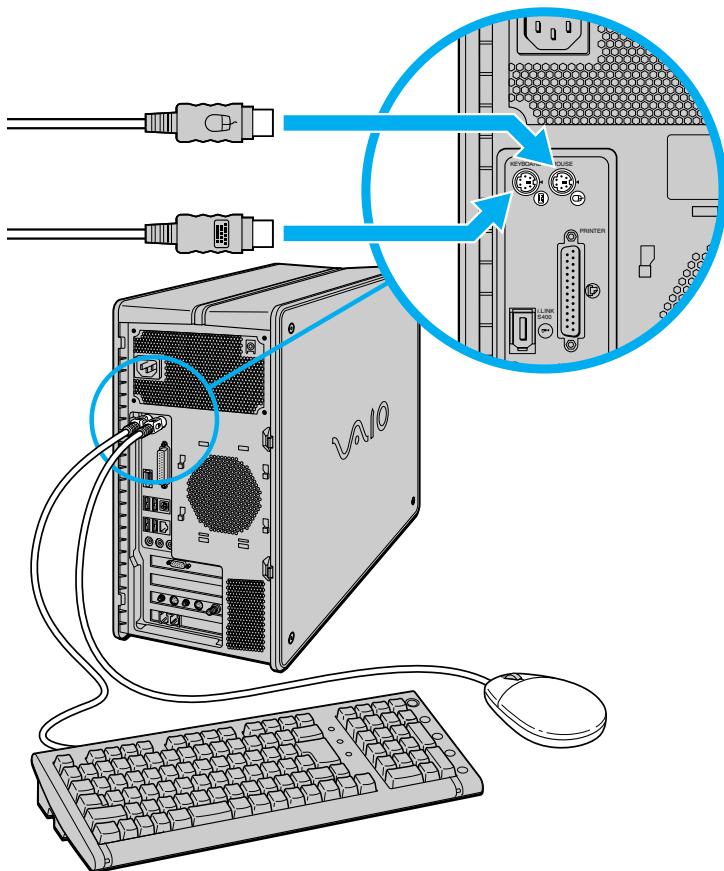
*To connect the PCVA-SP3A speakers (PCV-RX series model)*



## Connecting the Keyboard and Mouse

- 1 Plug the keyboard cable into the keyboard port on the back of the computer.
- 2 Plug the mouse cable into the mouse port on the back of the computer.

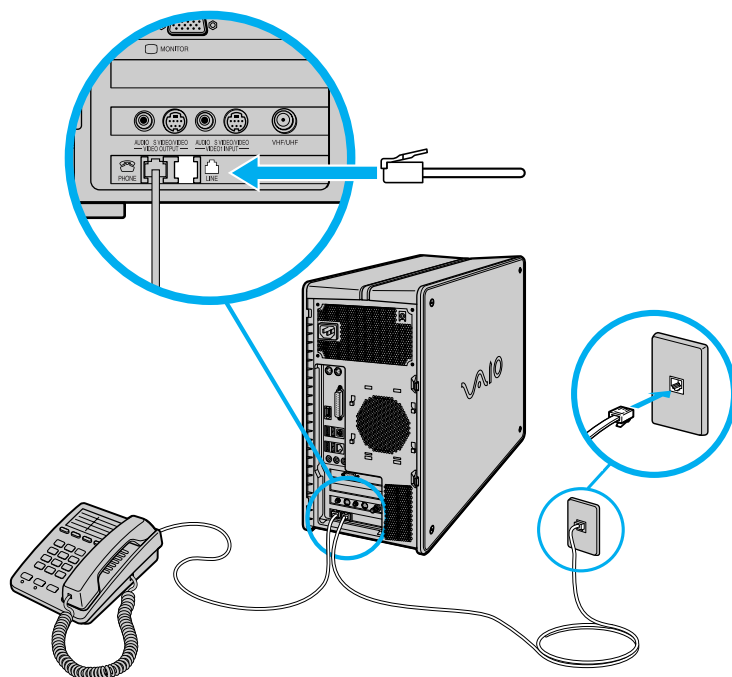
*To connect the keyboard and mouse (PCV-RZ series model)*




## Connecting the Telephone and Modem Cables

- 1 Unplug your telephone cable from the wall jack and plug it into the telephone jack located on the back panel of your computer.
- 2 Plug the modem cable (supplied) into the modem line jack, located on the back panel of your computer
- 3 Plug the other end of the cable into the wall jack.

*To connect the telephone and modem cables (PCV-RZ series model)*

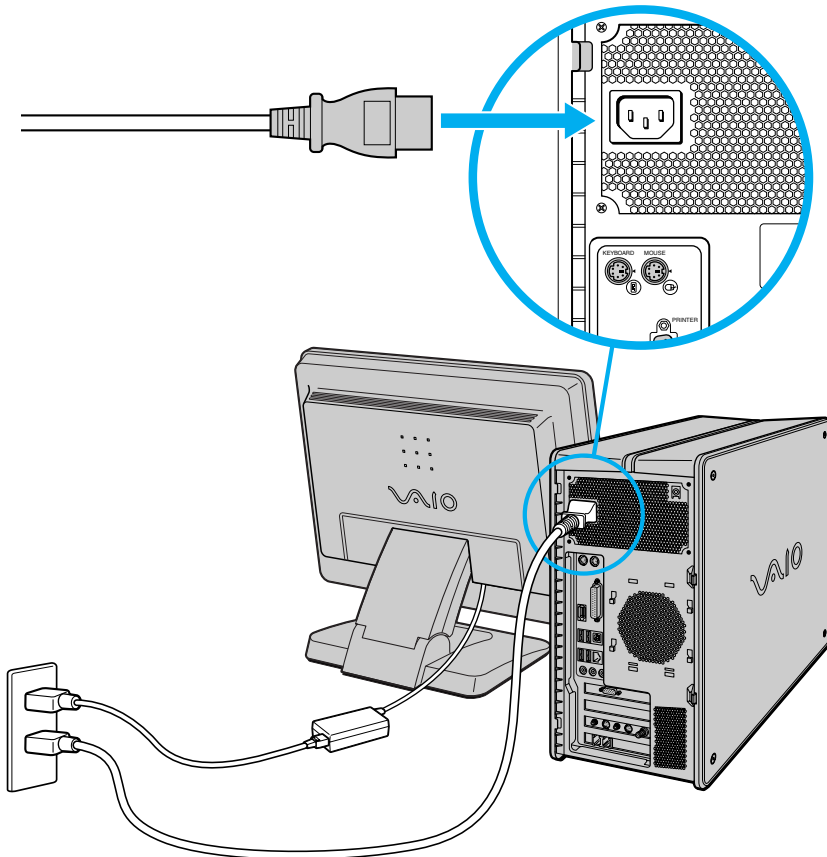


**Your computer has a protective sticker  covering the Ethernet port located on the rear panel. Connect only 10BASE-T and 100BASE-TX cables to the Ethernet port. Using other cables or a telephone cable may result in an electric current overload that can cause a malfunction, excessive heat, or fire in the Ethernet port. For help on connecting to a network, see your network administrator.**

## Connecting the Power Cords

- 1 Plug the power cord into the back of the computer.
- 2 Plug both the display and computer power cords into a grounded AC wall outlet or a power strip.

*To connect the power cords (PCV-RZ series model)*



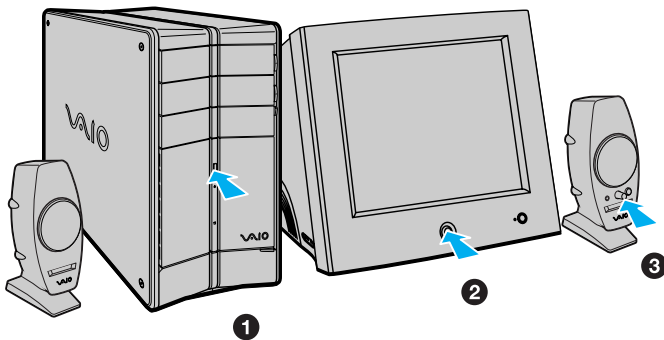
## Turning On your Computer

When you start your system for the first time, your computer may detect new equipment and display a dialog box that prompts you to restart your computer. Respond to this prompt immediately.

- 1 Press the power button on the computer to turn on the power.
- 2 Press the power button on the display to turn on the power.
- 3 Press the power button on the right speaker to turn on the power.

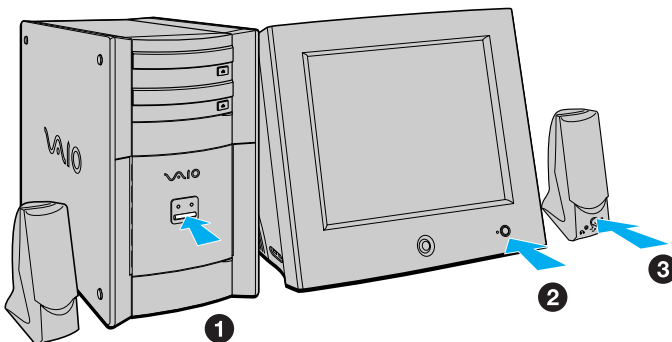
*To turn on your computer*

*(PCV-RZ series model with PCVA-SP4 speakers)*



*To turn on your computer*


*(PCV-RX series model with PCVA-SP3A speakers shown)*



## Registering your Computer

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

- ❑ **Sony Customer Support** — Communicate with a Support Representative to troubleshoot problems you may be having with your computer.
- ❑ **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.

## Setting Up your Dial-up Connection

The first time you turn your computer on, follow these steps to set up your dial-up connection:

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

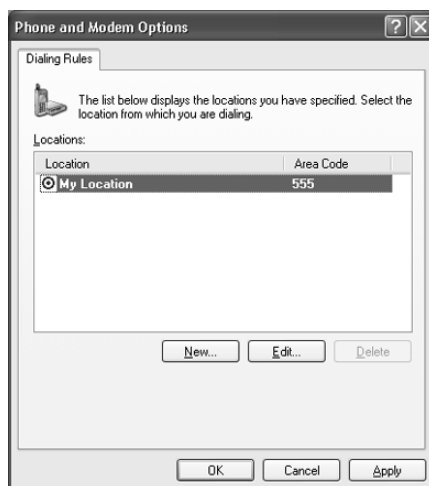
### Location Information window





- 3 Enter in your information as requested. Click **OK**. The Phone and Modem Options window appears.

### *Phone and Modem Options window*



- 4 Click to select your dialing location and then click **OK**. The New Connection Wizard appears.

### *New Connection Wizard window*



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

## ***Turning Off your Computer***

Follow these steps when you are ready to turn off your computer for an extended period of time.



**To avoid loss of data, do not use the Power button to turn off the computer.**

### ***To turn off your computer***

- 1 Click **Start** in the Windows taskbar, then select **Turn Off Computer**.

The Turn Off Computer dialog box appears.

- 2 Select the **Turn Off** option.



Respond to any prompts about saving your documents.

- 3 Wait for your computer to turn off automatically—the power indicator light turns off.
- 4 Turn off any peripheral devices connected to your computer.



If you plan to turn off your computer for a short period of time, you may want to use Stand by mode instead.

### ***About the power button***

If your system stops responding, press and hold the Power button for more than six seconds to force your system to shut down. You may need to repeat this procedure if your system does not shut down on the first attempt.

# Troubleshooting

*This section describes how to troubleshoot some common problems. You can find more detailed information on how to troubleshoot your computer's hardware features and preinstalled software in the online VAIO® Computer User Guide. Your computer may not be equipped with all of the features or software discussed in this section, depending on the system configuration purchased.*

## About VAIO Computer Functions

### ***My computer does not start.***

- ☐ Verify that the computer is plugged into a power source and that it is turned on. Check that the power indicator is lit on the front panel of the computer.
- ☐ Confirm that a disk is not in the floppy disk drive\* (unless you are using a bootable floppy disk).
- ☐ Confirm that a CD is not in an optical drive (unless you are using a bootable CD).
- ☐ Confirm that the power cord and all cables are connected firmly.
- ☐ 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.
- ☐ Verify that the monitor is plugged into a power source and turned on.  
If your system has a built-in monitor, confirm that it is plugged into an appropriate power source and that the system is turned on.
- ☐ Verify that the brightness or contrast control dials are adjusted correctly. (See the manual that came with your display for details.)
- ☐ Confirm that the computer is not in stand by mode by pressing any key on the keyboard.

### ***Why did my computer or software stop responding?***

You can try to locate and close the software application that has stopped responding.

- 1 Press the **Ctrl+Alt+Delete** keys. The Windows Task Manager window appears.
- 2 From the Applications tab, locate the application that has the status message, "**Not responding.**"
- 3 Select the application that has a Not Responding status and click **End Task**. Windows attempts to close the application.

---

\* Certain VAIO computers are not equipped with a floppy disk drive. You can purchase a floppy disk drive separately.

If your computer does not respond or the application does not close, try the following steps:

- 1 Save any open files, if possible.
- 2 Press the **Alt+F4** keys. The Turn Off Computer window appears.
- 3 Click **Restart**.

If your computer still does not respond and you cannot restart, shut down your computer by pressing and holding the power button for more than six seconds.

If the software application continues to stop responding or causes your computer to stop responding, contact the software publisher or designated technical support provider.



**Pressing and holding the power button for more than six seconds, may result in the loss of data from files that are currently open.**

### ***Where can I find a listing of my computer's preinstalled hardware?***

You can find details about the drives, cards, and memory modules that are installed on your system by viewing the online specifications sheet. This online document describes the hardware configuration of your VAIO computer.

#### ***To access the online specifications sheet:***

- 1 Click **Start** in the Windows taskbar, then click **Help and Support**.
- 2 From the VAIO **Help and Support Center** menu, click **VAIO User Guide**.
- 3 Locate the link in the text, “View the [VAIO® Computer Specifications..](#)”

## About Software

Your computer may not be supplied with all of the software discussed in this section, depending on the system configuration you purchased.

### ***How do I use the System Restore feature in Windows XP?***

System Restore is a feature of the Microsoft® Windows® XP operating system that enables you to restore your computer to a previous state, if a problem occurs. System Restore provides the following support:

- ☐ Restores your system to a previous state.
- ☐ Restores without erasing your personal data files.
- ☐ Creates restore points daily and when software applications or utilities are installed.
- ☐ Maintains storage of one to three weeks of past restore points.
- ☐ Enables you to create your own custom restore points.
- ☐ Locates the dates associated with the restore points.
- ☐ Performs restorations that are reversible.
- ☐ Enables different types of restore points.

### ***To Use the System Restore Wizard***

- 1 Click **Start** in the Windows® taskbar and click **Help and Support**. The VAIO Help and Support window appears.
- 2 Under **Pick a Help topic**, click **Performance and maintenance**.
- 3 Under **Performance and maintenance**, click **Using System Restore** to undo changes. A submenu appears on the right.
- 4 Under **Pick a task**, click **Run the System Restore Wizard**. The System Restore wizard dialog box appears.
- 5 Follow the on-screen instructions to restore your system or create a custom restore point.

### ***Where can I find a listing of my computer's preinstalled software titles?***

You can find details about the software that is preinstalled on your system by viewing the online specifications sheet. This online document describes the preinstalled software on your VAIO computer.

#### ***To access the online specifications sheet***

- 1** Click **Start** in the Windows® taskbar and click **Help and Support**.
- 2** From the **VAIO Help and Support** menu, click **VAIO User Guide**.
- 3** Locate the link in the text, “View the VAIO® Computer Specifications...”





# *System And Application Recovery CD(s)*

*You can restore your system, individual software applications, or drivers, using the Recovery CDs. If you experience a problem with your computer, reinstalling an individual application or device driver may correct the problem. You may not need to recover the entire contents of your hard drive.*

## Using the System Recovery CD(s)

The System Recovery CD utility formats your hard disk drive and restores the operating system and all the original, preinstalled software applications. If the operating system or applications become corrupted or are erased, you can restore your computer to the original factory settings. The System Recovery CD can only be used to restore the hard disk drive of the Sony computer you purchased.



**The System Recovery process removes all software that you may have installed since you started using your computer. Reinstall any applications that were not originally installed on your computer.**



Use the Application Recovery CD(s) to reinstall individual applications.

When you successfully complete your system recovery, you are prompted to complete the Windows registration process.

### System Recovery options

#### Default System Drive Recovery (Recommended)

All data on Drive C is deleted. The factory default settings and software applications are restored on this drive only.

#### Change partition size and recover

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.

#### Factory Default Settings Recovery

All data and partitions are removed from the hard disk drive. All original factory settings, operating system, and preinstalled software are restored.



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

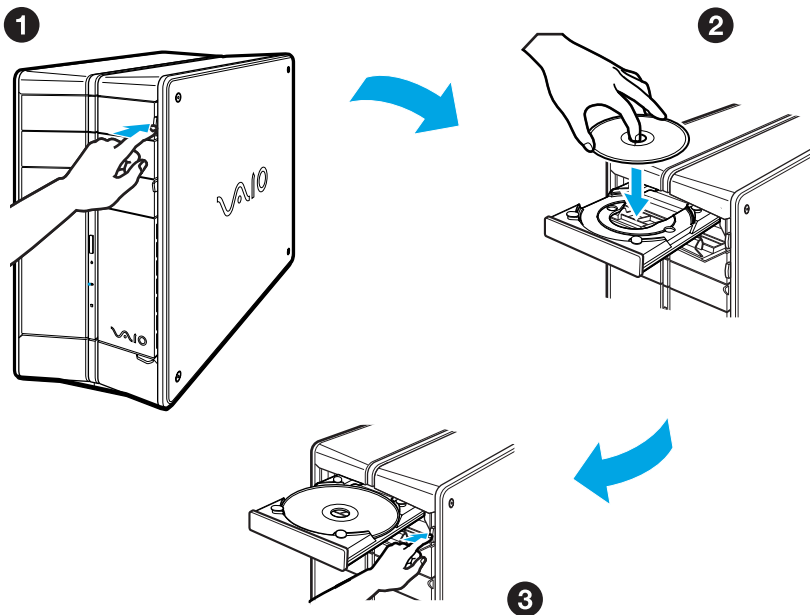
## Using the System Recovery CD(s)

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

- 1 Press the disc eject button to open the optical disc drive and extend the disk tray.
- 2 Insert the System Recovery CD (CD #1) in your computer's optical drive 1.
- 3 Press the disc eject button to close the optical disc drive tray.

The System Recovery utility starts from the optical drive. The first CD must be in the drive when you turn on your computer.

### Inserting the System Recovery CD (PCV-RZ series model shown)




 If your system is equipped with two optical drives, insert the System Recovery CD into the upper optical drive.

- 4 Turn off your computer.
- 5 Wait 30 seconds and turn on your computer. Your screen displays the downloading progress, "Starting VAIO Recovery Utility."
- 6 When the VAIO System Recovery Utility dialog box appears, click **Next**.
- 7 The Notes on Use window appears. Click **Next**.
- 8 On the Main Menu - Product Recovery window, select the appropriate option to recover your system.

Follow the on-screen instructions to complete the recovery process.


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

 The recovery process takes approximately 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. Use the Application Recovery CD(s) to complete full restoration of your system.


## Using the Application Recovery CD(s)

The Application Recovery CD utility enables you to reinstall your system's original software, drivers, and to repair software applications if they become corrupted or are erased. You can reinstall a specific application or driver to correct a problem that you are experiencing with your computer or peripheral hardware. You may not need to reinstall the entire contents of your hard drive to correct certain problems. You must be in Windows to run the Application Recovery CD utility.

 To reinstall all of the software that shipped with your computer, use the System Recovery CD(s).

### Reinstalling software

- 1 Turn on your computer. If your computer is already on, save and close all open applications.
- 2 Logon to go to the Windows® desktop.
- 3 Insert Application Recovery CD #1 into your computer's optical drive. The Application Recovery utility loads automatically.

 If your system is equipped with two optical drives, insert the Application Recovery CD into the upper optical drive.


- 4 Click **OK** in the VAIO welcome window. The Sony Application Recovery Program window appears.
- 5 Double-click the **Software** folder. Icons representing the original, preinstalled software are displayed.
- 6 Double-click the application you want to reinstall. The software's installation wizard begins.
- 7 Follow the on-screen instructions to complete the application recovery process.

If you have questions about using the Application Recovery CD(s), visit the Sony Computing Support Web site at <http://www.sony.com/pcsupport>.

## **Reinstalling device drivers**

The Microsoft® Windows® XP operating system is capable of reinstalling the original factory-installed device drivers, without using the Application Recovery CD(s).

- 1 Click **Start** in the Windows taskbar, then right-click **My Computer**. A shortcut menu appears.
- 2 Click **Properties**. The System Properties dialog box appears.
- 3 From the **Hardware** tab, click the **Device Manager** button.
- 4 Right-click to select the unknown device\* or the device that requires the driver installation and click **Update Driver** from the shortcut menu. The Hardware Update Wizard appears.
- 5 Follow the on-screen instructions to locate the device and reinstall the appropriate device driver.

 If Windows XP does not reinstall the device driver(s), follow the steps in the next section to reinstall the device driver(s) using the Application Recovery CD(s).

## **Reinstalling device drivers using Application Recovery CD(s)**

- 1 Log on to access the Windows® desktop.
- 2 Insert Application Recovery CD #1 into the optical disc drive. The VAIO welcome window appears. Click **OK**, then click **Quit** to close the Sony Application Recovery utility.
- 3 Without removing the Application Recovery CD from the optical drive, click **Start** in the Windows taskbar and then right-click **My Computer**. A shortcut menu appears.
- 4 Click **Properties**. The System Properties dialog box appears.
- 5 From the **Hardware** tab, click the **Device Manager** button.
- 6 Right-click to select the unknown device or the device that requires the driver installation and click **Update Driver** from the shortcut menu. The Hardware Update Wizard appears.

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\* An unknown device(s) is identified by a yellow question mark. A device that has a driver problem is identified by a yellow exclamation mark.

- 7 Click to select the option, **Install from a list or specific location (Advanced)**. Click **Next**.
- 8 Click to cancel the option, **Search removable media (floppy, CD-ROM...)**.
- 9 Select the check box for **Include this location in the search** and click **Browse**. The Browse for Folder dialog box appears.
- 10 Navigate to the optical drive and click to select the **Application Recovery CD**. The CD contents are displayed.
- 11 Click to open the drivers folder and click the folder for the device you want to reinstall.
- 12 Click **OK** to return to the Hardware Update Wizard. Click **Next**.
- 13 Select the device folder, and click **Next**.

The Microsoft® Windows® XP operating system automatically reinstalls the device driver(s) from the Application Recovery CD.
- 14 Click **Finish** and remove the Application Recovery CD from the optical drive.
- 15 Click **Start** in the Windows taskbar, select **Turn Off Computer**. The Turn Off Computer dialog box appears.
- 16 Select the **Turn Off** option.
- 17 Wait 30 seconds, and turn on your computer.



Your system includes one or more Application Recovery CDs. Insert Application Recovery CD #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.





# *Support Options*

*Sony provides several options to help solve common problems or to locate support for your VAIO® computer. This section describes all available resources and offers suggestions on how to access this information for maximum results.*

## ***Immediate Help and Support***

You can locate helpful information immediately by consulting your hard copy guides and supplements, or by accessing the online Computer User Guide and the individual software Help files.


Your computer is supplied with these support options:

- ❑ **VAIO® Computer Quick Start** — The Quick Start contains information on how to set up your computer quickly and easily. You can find instructions on how to plan an ergonomic work space, connect power cords, cables and peripheral devices, register your computer with Sony, and establish a dial-up connection to the Internet. The Quick Start can also provide troubleshooting support, if problems occur.
- ❑ **VAIO® Computer User Guide** — The online User Guide provides information about configuring, maintaining, and upgrading your computer. This support resource offers a variety of available topics, enabling you to quickly view specific information using context-sensitive search features. To access the online manual:
  - 1 Click **Start** in the Windows® taskbar, then click **Help and Support**.
  - 2 From the VAIO Help and Support Center menu, click **VAIO User Guide**.
- ❑ **Specifications** — The online specifications sheet describes the hardware and software configuration of your VAIO computer. To view this online information:
  - 1 Click **Start** in the Windows taskbar and click **Help and Support**.
  - 2 From the VAIO Help and Support Center menu, click **VAIO User Guide**.
  - 3 Locate the link in the text, “View the VAIO® Computer Specifications...”

- ❑ **Preinstalled software Help files** — Each preinstalled software application provides online Help within the software, that describes the software's features. In these Help files, you can find tutorials that teach you to use the software and locate troubleshooting support, should problems occur. To access software Help files:
- 1 Click **Start** in the Windows taskbar and point to **All Programs**. A submenu appears, listing all preinstalled software applications.
  - 2 Click the desired software application. \* The software's main window appears.
  - 3 From the menu bar, click **Help**. The Help file appears.

## ***Software Help and Support***

The contact and support information for the preinstalled software on your system is located in the online specifications sheet. Software support is free of charge for 90 days after the original date of purchase.

 Your computer may not be supplied with all of the software discussed in this section, depending on the system configuration you purchased. To view the specific software preinstalled on your computer, see the online specifications sheet.

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\* You can locate the online Help for Sony software applications by pointing to the individual application's icon and selecting Help from the submenu.

## **Contacting Sony for Help and Support**

If the information provided with your VAIO® computer does not provide an immediate solution, or you would like to get direct support, contact Sony online or by telephone.

### **Sony Computing Support Web site**

Online help and support are available 24 hours a day, seven days a week, when you visit the Sony Computing Support Web site. You can access the Web site at <http://www.sony.com/pcsupport>.

The Sony Computing Support Web site provides

- ❑ Information about your specific model computer, such as
  - 1 hardware and software specifications.
  - 2 upgrade and maintenance procedures.
  - 3 safety and legal information.
  - 4 quick solutions to common problems.
- ❑ An automated tutorial library that contains interactive, easy-to-understand lessons on using your computer's hardware and software features.
- ❑ Links that enable you to
  - 1 quickly find the nearest Sony service center locations.
  - 2 arrange for repairs or check repair status.
  - 3 review warranty information.
  - 4 e-mail your question or comments to the Sony Customer Information Services Center.
  - 5 check pricing and availability for products, accessories and parts, as well as purchase online.
  - 6 access the Sony Solutions Knowledge Base, a database that contains answers to many frequently asked questions.

## **Sony Customer Information Services Center**

If other support options do not resolve your issue, you can contact a Sony Support representative directly.

Before making a call to the Sony Customer Information Services Center, have this basic information readily available.

- 1 VAIO® computer system type
- 2 Model number
- 3 Serial number \*

*Example:*



- 4 Operating system
- 5 Hardware feature or software application issue
- 6 Brief description of the issue

For VAIO® computers purchased in the U.S. and Canada, contact a Sony Support representative at 1-888-476-6972.

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\* The serial number is located on the back panel of your computer. The serial number is on a white barcode label.





