



# *Read Me First*

*PCG-F430/PCG-F450*

## *Frequently Asked Questions (FAQs)*

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

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

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

To use the Application Recovery CD(s)

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



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

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

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

**Q:** *How do I set up faxing capability in Windows® 98?*

**A:** Windows 98 does not provide a built-in fax utility. Sony has included the Symantec WinFax® Basic Edition software for your faxing needs. To set up WinFax Basic, click the Start button, point to Programs, and select Configure WinFax Basic Edition software. Follow the on-screen instructions to configure the fax utility. For details on using WinFax Basic software with America Online®, see "Selecting the Printer Port Mode for Your Printer" on page 6 of this manual.

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

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

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



**A:** Windows may not shut down properly for many reasons, including incompatible or conflicting drivers, damaged files, or non-responsive hardware. For troubleshooting information, you can search Windows 98 Help. From the Start menu, select Help, click the Contents tab, click Troubleshooting, and then click Windows 98 Troubleshooters. Click the subject for which you want information, and then answer the questions that are appropriate for your problem.

**Q:** *Why is my system running slowly?*

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

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

**A:** There are independent controls for your system volume.

- ☐ There is volume control  in the Windows task tray. Click the icon and slide the level bar up to increase the volume.
- ☐ In addition to adjusting the volume, check that the Mute check box is not selected in the Windows volume control .

## Supplementary Information

### *Recovering Microsoft® Word 2000*

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

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

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

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

The printer should now function properly.

### *Hard Drive Partition*

In order to improve the performance of your computer's DVgate™ Motion software, the hard disk drive on your computer has been formatted with two partitions, C and D. DVgate Motion saves files to the D partition. This prevents large video captures from consuming the available space on your C partition. To maintain optimum performance of DVgate Motion, you should defragment or format the D partition regularly. The size of the D partition is approximately 5 GB\*.

### *Power Management Tips*

- ❑ If you find that an application exhibits unexpected behavior (such as reduced video quality) after returning from a reduced power consumption mode, you should close that application before your computer enters a power-saving mode.


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

- ❑ For maximum audio and video performance, use PowerPanel to select either the AC Power Profile or the Power Management Off profile.
- ❑ If your battery level falls to less than 10 percent, you should either attach the AC adapter to recharge the battery or shut down your computer and insert a fully charged battery.

### *If Your Computer Does Not Start*

- ❑ Check that the computer is plugged into a power source and that it is turned on. Check that the power indicator on the front panel of the computer indicates that the power is on.
- ❑ Check that the battery is inserted properly and that it is charged.
- ❑ Make sure there is no diskette in the floppy disk drive.
- ❑ Confirm that the AC adapter and all cables are connected firmly, as described in “Connecting Peripheral Devices” in the *VAIO® Notebook Computer User Guide* that came with your computer.
- ❑ If you plugged the computer into a power strip or UPS, make sure the power strip or UPS is turned on and working.
- ❑ If you are using an external display, check that it is plugged into a power source and turned on. Check that the brightness control is adjusted correctly. See the manual that came with your display for details.
- ❑ Moisture condensation may have occurred. Do not use the computer for at least one hour and then turn on the computer.
- ❑ When the internal backup battery is low on power, it may not be able to start your system properly and the message “Press <F1> to resume, <F2> to setup” will appear at the bottom of the display. Should this happen, follow the procedure below:
  - 1 Press F2. The BIOS Setup menu appears.
  - 2 Set the date (month/day/year). Press Enter to move to the next item. To enter 01/31/1999, for example, type 1, press Enter, type 31, press Enter, Type 1999, then press Enter.
  - 3 Press ↓ to select System Time, then set the time (hour:minute:second). Press Enter to move to the next item.
  - 4 Press → to select Exit, then press ↓ to select Get Default Values. The message “Load default configuration now?” appears.

- 5 Make sure that Yes is selected and press Enter. If No is selected, press  to select Yes.
- 6 Select Exit (Save Changes), then press Enter. The message “Save configuration changes and exit now?” appears.
- 7 “Make sure that Yes is selected and press Enter. The computer restarts.

### *DVgate Motion and Digital Video Captures*

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

Importing images from a digital video device using the Recover Lost Frames option may cause the speed of the import process to slow down. To increase the speed of the import process, disable the Recover Lost Frames option. Then, set the import starting point (IN point) to two seconds before the point in the video where you want to set and import images. After you have imported the desired images, cut the unnecessary portions using DVgate Clip. For more information on DVgate Motion, see the DVgate Motion online help.

### *Enabling Smart Connect*

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

- 1 Click the Windows Start button.
- 2 Select Programs, Smart Connect, and then click Smart Connect Switch. The SCSwitch window appears.
- 3 Select the Enable Smart Connect check box, and then click OK. Smart Connect is available for use in approximately five seconds.

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

### *Selecting the Printer Port Mode for Your Printer*

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

### *Media Bar™*

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

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

### *Applications That Use the TWAIN Driver*

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

### *Using the Touchpad*

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

### *Hardware Temperature*

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

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

## *For Answers to Your Software Questions*

Adobe Systems Incorporated	206-628-5737 (M-F, 6 AM-5 PM PT)
America Online	800-827-3338 (7 days a week, 6 AM - 2 PM ET)
AT&T	800-400-1447 (7 days a week, 24 hours a day)
CompuServe Interactive Services	800-848-8990 (M-F, 8 AM - 1 AM ET, S-S 10 AM - 10 PM ET)
EarthLink Network, Inc.	800-395-8410 (7 days a week, 24 hours a day)
Encompass, Inc.	800-927-3000 (7 days a week, 24 hours a day)
GTE Internetworking	800-927-3000 (7 days a week, 24 hours a day)
Intuit Inc.	900-555-4688 (7 days a week, 24 hours a day)
MindSpring	800-719-4660
Network Associates, Inc.	408-988-3832 (M-F, 9 AM - 5 PM CT)
Prodigy Communications Corporation	800-PRODIGY (7 AM - 3 AM ET)
Softlink, Inc.	408-970-3370
Symantec Corporation	800-798-0850

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