

SONY®

***VAIO® Notebook
Quick Start***

PCG-FXA36/PCG-FXA33/PCG-FXA32

Contents


Welcome.....	5
Unpacking Your Notebook	7
Registering Your Notebook	9
Setting up your dial-up connection	10
 Setting Up Your VAIO Notebook.....	 13
Locating Controls and Connectors	14
Connecting a Power Source	19
Starting Your Notebook	25
Shutting Down Your Notebook.....	26
Power Saving Modes.....	27
 About the Software on Your Notebook ...	 29
Software Overview	30
Application, Driver, and System Recovery CDs.....	35
Using Your Recovery CDs.....	36
 Adding Memory	 41
Precautions and Procedures.....	42
Typical expansion memory configuration.....	43
Removing a memory module	44
Installing a memory module.....	46
Viewing the amount of memory.....	47

Troubleshooting.....	49
Troubleshooting Your Notebook	50
Troubleshooting the LCD Screen	54
Troubleshooting the Mouse and Touchpad	55
Troubleshooting Drives, PC Cards and Peripheral Devices	57
Troubleshooting Software.....	59
Troubleshooting the Modem.....	60
Troubleshooting Audio	61
Troubleshooting the Printer	62
 Getting Help.....	 63
Software Support Information	65
 Index.....	 67

Welcome

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

Features

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


- ❑ **Exceptional performance*** — Your notebook includes a mobile AMD processor featuring PowerNow!™ technology† and a V.90/K56flex-compatible modem.‡
- ❑ **Portability** — Rechargeable battery pack provides hours of use without AC power.
- ❑ **Sony audio and video quality** — High-quality MPEG1/MPEG2 video, which supports full-screen display and enables you to take advantage of today's advanced multimedia applications, games, and entertainment software.
- ❑ **Multimedia features** — Enjoy the stereo speakers or use headphones (not supplied) to listen to audio and video CDs.
- ❑ **Microsoft® Windows® operating system** — Your system includes the latest Microsoft® Windows® operating system.

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

† Processor speed may be reduced under certain conditions.

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

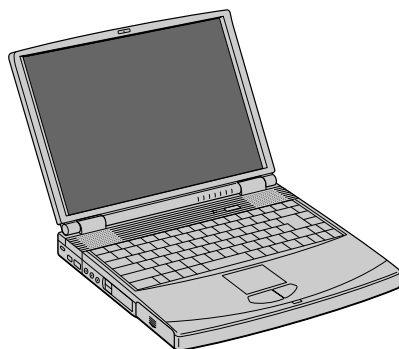
- ❑ **Communications** — Access popular online services, send e-mail, browse the Internet, and use fax features.
- ❑ **Optical disc drive (CD-RW/DVD or DVD-ROM)** — The CD-RW/DVD Combo Drive utilizes a new optical storage technology that combines the features of both a CD-RW drive and DVD-ROM drive,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

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

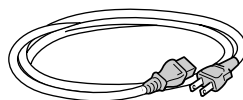
Unpacking Your Notebook

Remove the following hardware items from the box:

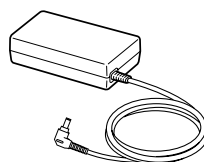
Main unit*



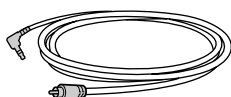
Power cord



AC adapter



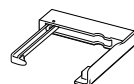
Video cable



**Rechargeable
battery pack**



Weight saver



* Removable floppy disk drive is in the multipurpose bay.

Documents

- ❑ **VAIO® Notebook Quick Start** — Contains information on unpacking and setting up your notebook, the features of your notebook, the applications included with your system, and how to solve common problems.
- ❑ **VAIO® Notebook User Guide** — A searchable online help file that contains detailed information on how to use your new notebook. Go to Start, select VAIO Help and Support, and click VAIO User Guide to open this file.
- ❑ **Microsoft® Windows® manual** — Explains how to use the basic features of the Windows operating system.
- ❑ **VAIO® Notebook Notes on Use** — Explains notes on use and offers safety tips.
- ❑ **VAIO® Notebook Specifications Flyer** — Details the hardware specifications for your notebook.

Software CDs

- ☐ **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.
- ☐ **Driver Recovery CD(s)** — Enables you to reinstall individual device drivers if they become corrupted or are erased.
- ☐ **System Recovery CD(s)** — Enables you to 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.


Other

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

Registering Your Notebook

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

- ❑ **Sony Customer Support** — Talk to a Support Representative to troubleshoot problems you may 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.

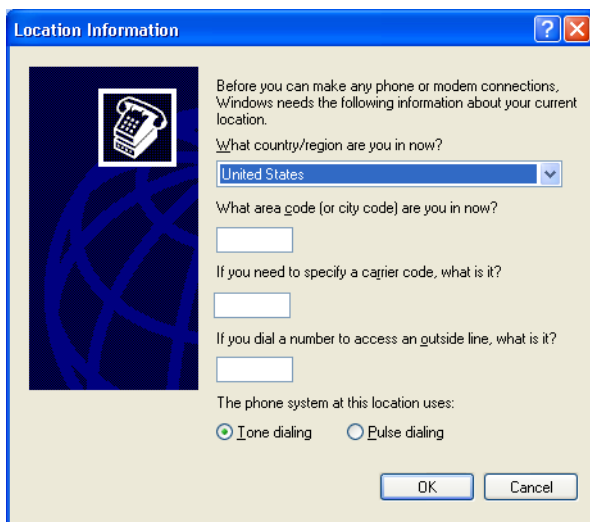
Setting up your dial-up connection

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

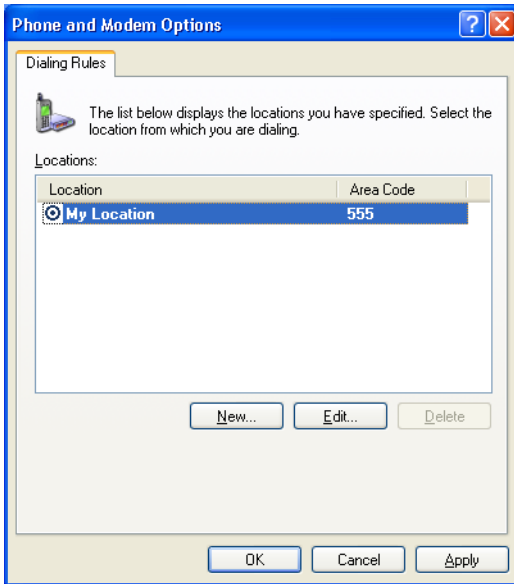
- 1 Click Start, point to All Programs, Accessories, Communications, and then click New Connection Wizard. The Location Information screen appears.

Location Information screen



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

Phone and Modem Options screen



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

New Connection Wizard



- 4 Follow the onscreen instructions to finish setting up your dial-up connection.

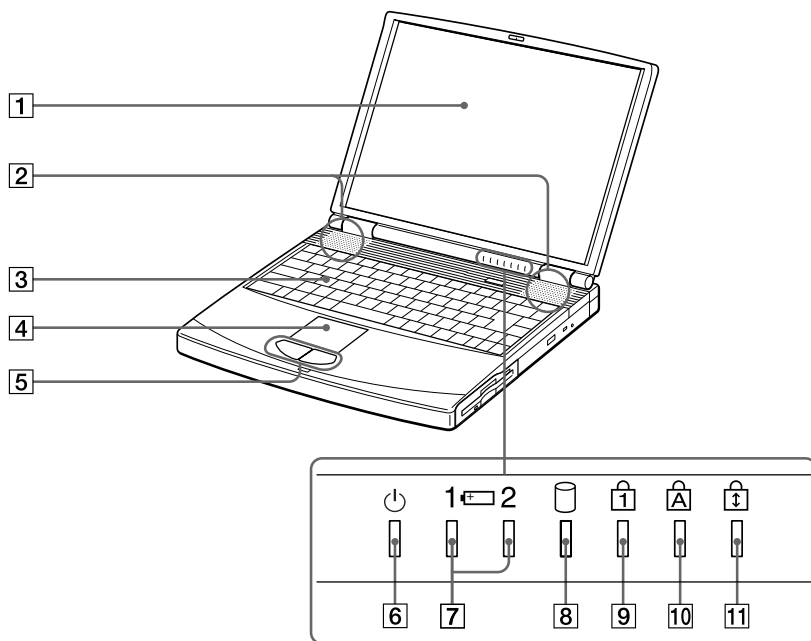
Setting Up Your VAIO Notebook

This section describes the following:

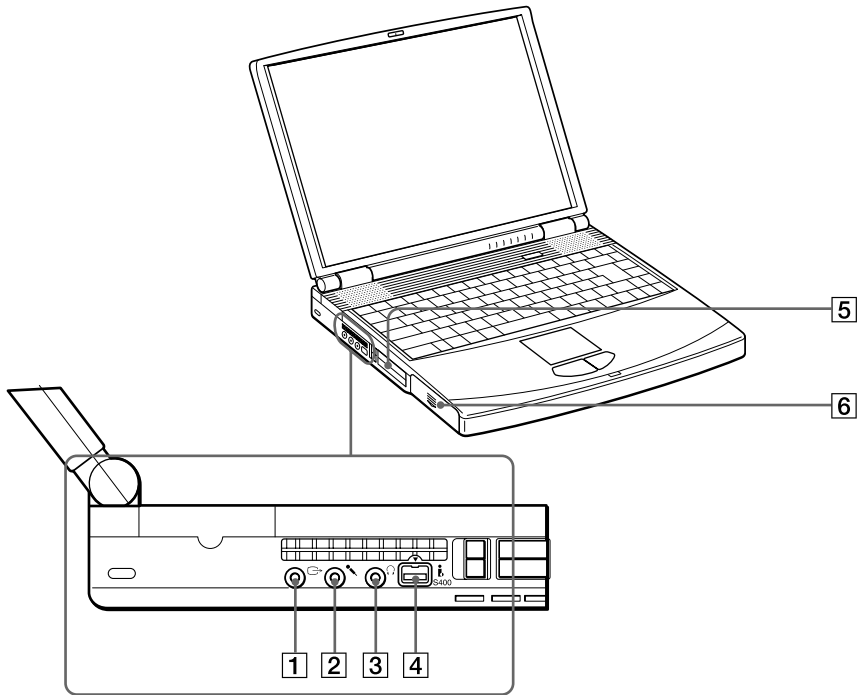
- ☐ Locating Controls and Connectors
- ☐ Connecting a Power Source
- ☐ Starting Your Notebook
- ☐ Shutting Down Your Notebook
- ☐ Power Saving Modes

Locating Controls and Connectors

Front



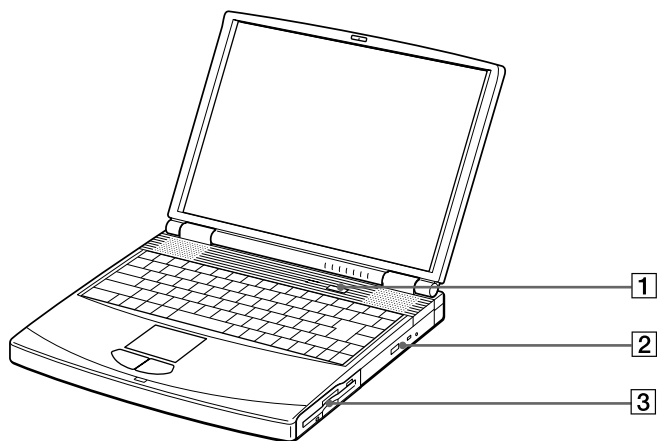
1	LCD (Liquid Crystal Display) screen	7	Battery 1 and 2 indicators
2	Speakers	8	Hard disk drive indicator
3	Keyboard	9	Num Lock indicator
4	Touchpad	10	Caps Lock indicator
5	Left and right buttons	11	Scroll Lock indicator
6	Power indicator		

Left

1	TV out jack	4	i.LINK® (IEEE1394) S400 port*
2	Microphone jack	5	PC Card slots
3	Headphone jack	6	Battery bay

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

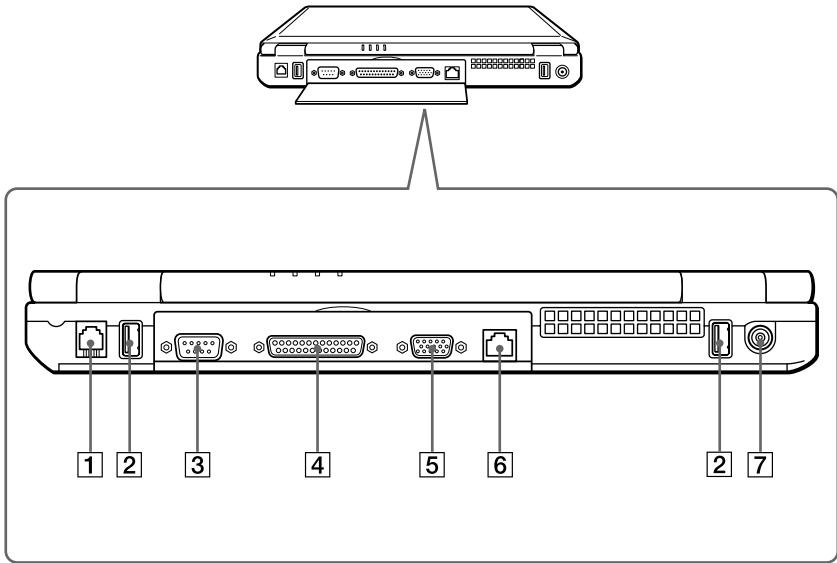
Right



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

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

Back



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

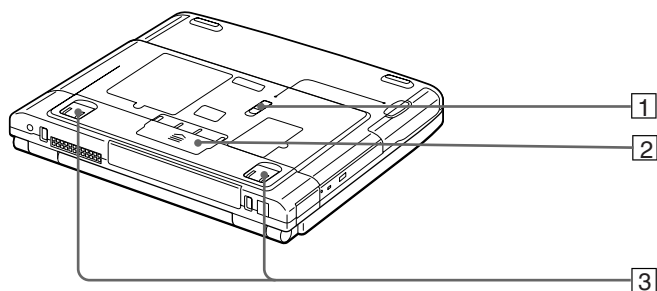


Only connect 10Base-T and 100Base-TX cables to the Ethernet port. Do not connect any other type of network cable or any telephone line. Connecting cables other than those listed above may result in an electric current overload and could cause a malfunction, excessive heat, or fire in the port. To connect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



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

Bottom



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

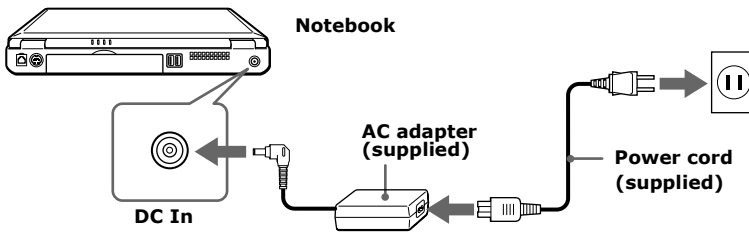
Connecting a Power Source

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

Using the AC Adapter

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

Connecting the AC adapter



Notes on the AC Adapter

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

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


Using Battery Power

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

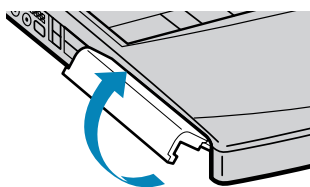
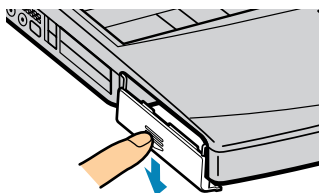
The battery pack that comes with your notebook is not fully charged at the time of purchase. Follow the steps below to insert and charge the battery pack.

To insert the battery pack

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

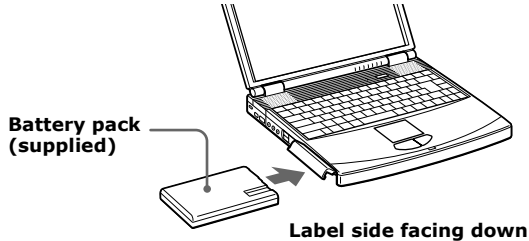
 The cover swings out but does not detach.

Battery bay




- 2 Insert the battery pack into the battery bay.

Inserting battery pack



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


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

To charge the battery pack

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

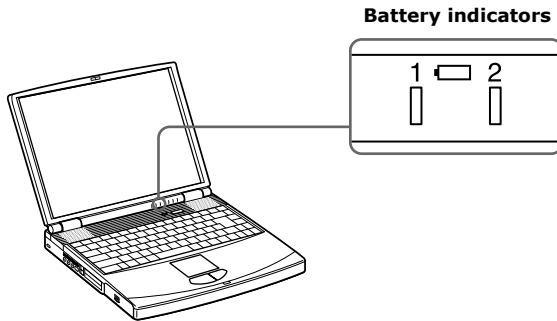
The notebook automatically charges the battery. The battery indicator flashes in a double-blink pattern as the battery charges.



- 3 When the battery is 85 percent full, the battery indicator turns off. This process takes 2.5 hours if your notebook is turned on.

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

There are two battery indicators on the notebook

Battery indicators



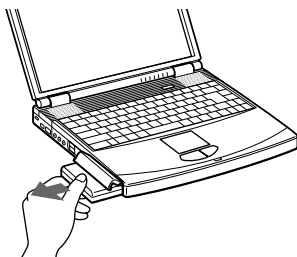
<i>Battery Indicator</i>	<i>Description</i>
1 	Indicates the status of the battery pack in the battery bay on the left side of the notebook.
2 	Indicates the status of the battery pack in the multipurpose bay on the right side of the notebook.

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

To remove the battery pack

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

Removing the battery pack



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



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

Notes on the battery

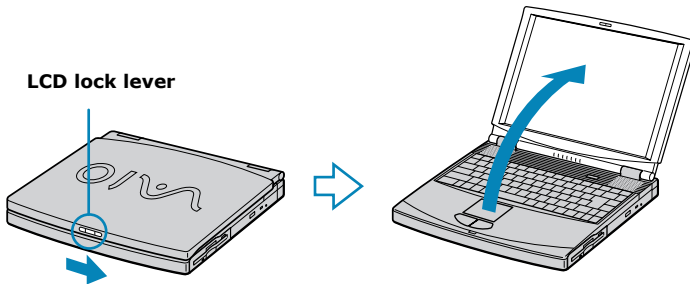
- ❑ When the battery power is running low, both the battery and power indicators blink.
- ❑ When the notebook is directly connected to AC power and has a battery pack in the battery bay, it uses power from the AC outlet.
- ❑ See “Using a Second Battery Pack” in your online User Guide for information on installing and charging a battery pack in the multipurpose bay.
- ❑ Keep the battery pack in the notebook while it is directly connected to AC power. The battery pack continues to charge while you are using the notebook.
- ❑ If the battery level falls below 10 percent, you should either attach the AC adapter to recharge the battery, or shut down your notebook and insert a fully charged battery.

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

Starting Your Notebook

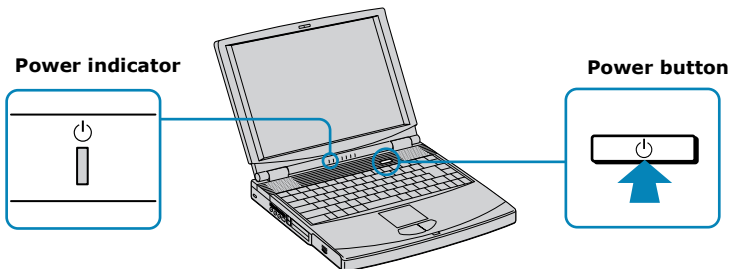
- 1 Slide the LCD lock lever in the direction of the arrow and lift the cover.

Opening the notebook



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

Power button



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

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

Shutting Down Your Notebook



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

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



Respond to any prompts warning you to save documents.

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



During a period of inactivity, you can conserve battery life by using Standby mode. See “Using Power Saving Modes” in your 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 all USB devices.
- 2 Restart the notebook. You can restart your notebook by pressing the Ctrl+Alt+Delete keys simultaneously.



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

Power Saving Modes

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

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

Normal Mode

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

Standby Mode

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

To activate Standby mode

To activate Standby mode perform the following steps:

- 1 Press the key combination Fn+Esc.

To return to normal mode

Press any key to return to normal mode.

Hibernate Mode

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

To activate Hibernate mode

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



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

To return to normal mode

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



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

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

About the Software on Your Notebook

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

- ❑ An overview of the various software that come with your notebook and the activities you can perform with your software
- ❑ Details on your Sony application, driver, and system recovery CDs

Software Overview

Your computer may not be supplied with all of the software listed below, depending on the configuration you purchased.

Adobe Acrobat® Reader™

Adobe Systems Inc.

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

Adobe® Photoshop® Elements

Adobe Systems Inc.

Using state-of-the-art image editing tools, you can unleash your artistic ability and create digital images for print, e-mail and posting to the Web. The versatile image capturing options allow you to start working with digital and traditional photos immediately. Explore endless creative possibilities for your personal images with Adobe Photoshop Elements.

Apple QuickTime™

Apple Computer Inc.

QuickTime is the Apple technology that makes video, sound, music, 3D, and virtual reality come alive for our Internet browser and Windows.

DigitalPrint

Sony Electronics Inc.

This image management software makes it fun and easy to edit, import, and organize your digital pictures in a photo album for rich digital printing to any standard color laser or inkjet printer. DigitalPrint can also be used to make custom CD labels for your audio CDs.

DVgate™

Sony Electronics Inc.

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

Microsoft® Internet Explorer*Microsoft Corp.*

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

Microsoft Office XP Pro/XP Office Small Business (on selected models)*Microsoft Corp.*

With Microsoft Office XP you'll find a powerful new technology that will help you get work done more quickly by providing real-time, context-sensitive options for important actions, from formatting to error correction. Task panes consolidate important tasks into a single integrated view, enabling you to conduct searches, launch and format documents, and view the contents of your Clipboard from one location.

Microsoft® Word*Microsoft Corp.*

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

MovieShaker™*Sony Electronics Inc.*

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

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

PC-Cillin® 2000

Trend Micro, Inc.

PC-Cillin provides portable, easy-to-use, real-time antivirus security at your computer's entry point (beaming, synchronization, Internet access) to defend against potential threats hidden inside files, e-mail, or on the Web.

PictureGear™

Sony Electronics Inc.

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

Quicken®

Intuit Inc.

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

RealJukebox®

Real Networks Inc.

RealJukebox is one of the world's most widely used personal music management systems. Using RealJukebox, you can capture the contents of a music CD, manage and play back your music, and view various music-related information via the Internet. This Custom RealJukebox for Sony allows seamless check-out capabilities to a wide range of Sony personal audio devices, and offers convenient links to Sony product and music service home pages.



If you are using an external CD-ROM drive connected with a PC Card, be sure to connect your external CD-ROM drive before starting RealJukebox. Additionally, do not remove your CD-ROM drive while using RealJukebox. Either of these actions may cause RealJukebox to shut down improperly.

Sony recommends using the preinstalled SonicStage software's Record function to create any CDs on your VAIO® computer, if the specific model you purchased is preconfigured with all necessary components for CD-R and CD-RW capability. Downloading the optional Real Jukebox CD-burning component to create any CDs on your computer may interfere with normal system operations.

RealPlayer®

Real Networks Inc.

RealPlayer is the RealNetworks video and audio player which lets you access 2,500 radio stations featuring music, news and sports.

Smart Capture

Sony Electronics Inc.

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

Sony on Yahoo!

Yahoo! Inc.

Personalize your own web portal with Sony on Yahoo! Get a free webmail account, customized news and local weather reports, comics, and more.

Sony Style Connect

E-Solutions

SonyStyle Connect provides excellent dial-up, as well as DSL, Internet connection services. To find out which plan is best for you, visit <http://www.sonystyleconnect.com> and find out what is available in your area.

VAIO Support Agent

Sony Electronics Inc.

VAIO Support Agent provides immediate, interactive online support.

VisualFlow™

Sony Electronics Inc.

VisualFlow software is a state-of-the-art Sony multimedia browser designed specifically for Memory Stick® media. It displays any still picture, movie, or sound file stored in a Memory Stick media in a visually pleasing, artistic manner. VisualFlow software not only plays a selected movie or sound file, but also enables playback of files by other applications such as PictureGear, Memory Stick Slideshow, and Windows Explorer.

WinDVD®

InterVideo Inc.

WinDVD is a simple-to-use DVD player including all the features you would expect to find in a standard consumer DVD player, while also offering advanced display and navigation features such as zoom, pan, bookmark, and time search.

Application, Driver, and System Recovery CDs

Your notebook comes with the following application, driver, and system recovery CDs. To use your recovery CDs, see “Using Your Recovery CDs” for more information.

Application Recovery CD(s)

Sony Electronics Inc.

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

Driver Recovery CD(s)

Sony Electronics Inc.

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

System Recovery CD(s)

Sony Electronics Inc.

This CD enables you to 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. Use it to restore the hard disk of the VAIO® notebook you purchased. This CD restores your notebook to its original state, therefore user data and applications will be lost.

Using Your Recovery CDs


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

To use the Application Recovery CD(s)

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

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

- 1** Turn on your notebook. If your notebook is already on, close all applications.
- 2** When the Windows desktop appears, insert the Sony Application Recovery CD in the optical drive. The Application Recovery utility loads automatically.
- 3** When the Application Recovery menu appears, select the icon for the application you want to restore and then follow the on-screen instructions to complete the recovery process.

 Your system may include one or more Application Recovery CDs. If you have two or more Application Recovery CDs, 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.

To use the Driver Recovery CD(s)

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



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

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

Reinstalling specific drivers with the Driver Recovery CD

- 1** Turn on your notebook. If your notebook is already on, close all applications.
- 2** When the Windows desktop appears, insert the Driver Recovery CD in the optical disc drive.
- 3** Click Start in the Windows taskbar, and then Control Panel. The Control Panel window appears.
- 4** Click Performance and Maintenance, and then System. The System Properties dialog box appears.
- 5** From the Hardware tab, click Device Manager.
- 6** Click to highlight the unknown device (identified by a yellow question mark) or the device for which you wish to reinstall the driver.

To use the System Recovery CD(s)



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

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

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

The System Recovery utility will perform a Full Restore with Format. It formats the hard disk drive, then restores all the original software.



Full Restore with Format removes all the information on the hard disk drive. You will lose any software you have installed and any other files you have created since you started to use your notebook. This means you will have to reinstall any applications that were not included with the notebook when you purchased it. If you have any questions on using the System Recovery CD, contact Sony Customer Support.

- 1 Insert the Sony System Recovery CD in the optical drive.
- 2 Shut down your notebook as described in the “Shutting Down Your Notebook” section of your printed Quick Start.
- 3 Wait four seconds and turn on your notebook.
- 4 Click OK to signify you have read and accept the Microsoft End-User License Agreement.
- 5 When the System Recovery menu appears, follow the on-screen instructions to complete the recovery process.

If your notebook does not start from the Recovery CD

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



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

The recovery process takes from 30 minutes 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.

Adding Memory

In the future you may want to install memory modules to expand the functionality of your notebook. The amount of memory on your notebook will vary depending on the model you purchased. See the Specifications flyer that came with your notebook for the amount of memory pre-installed. Expansion memory modules are available as options. For memory upgrades, use only PC100 (CL2) SDRAM SO-DIMMs (gold lead contacts). This section describes how to replace memory modules in your computer:

- ☐ Precautions and Procedures
- ☐ Typical expansion memory configuration
- ☐ Removing a memory module
- ☐ Installing a memory module
- ☐ Viewing the amount of memory

Precautions and Procedures

The procedures described below assume that you are familiar with the general terminology associated with personal notebooks and with common safety practices required for using and modifying electronic equipment. Personal injury or equipment damage may result from failure to take these precautions.



Make sure you observe the proper safety precautions when you install memory modules in your notebook. See the bulleted list below. Be careful when adding memory. Mistakes made when installing or removing a memory module may cause a malfunction.

- ❑ Disconnect your system from its power source and from any telecommunications links, networks, or modems before you open the system or follow any of the procedures described below. Personal injury or equipment damage may result from failure to take these precautions.
- ❑ Electrostatic discharge (ESD) can damage memory modules and other components. Perform the procedures described below only at an ESD workstation. If such a station is not available, do not work in a carpeted area, and do not handle materials that produce or hold static electricity (cellophane wrappers, for example). Ground yourself by maintaining contact with an unpainted metal portion of the chassis while performing the procedure.
- ❑ Do not open the memory module package until you are ready to install the module. The package protects the module from ESD.
- ❑ Use the special bag for preventing ESD or use aluminum foil when you store the memory module.

Typical expansion memory configuration

Models with 128 MB memory^{*}

Total System Memory (MB)	Slot 1 (MB)	Slot 2 (MB)
128	128	
192	128	64
256	128	128
384	128	256
512	256	256

Models with 256 MB memory[†]

Total System Memory (MB)	Slot 1 (MB)	Slot 2 (MB)
256	128	128
384	128	256
512	256	256

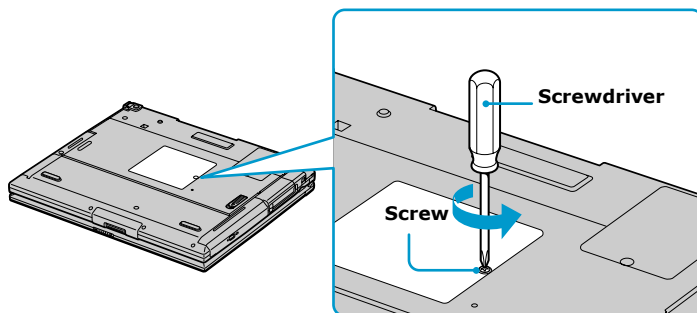
^{*} The 512 MB memory configuration may require the removal and replacement of original factory-installed memory modules.

[†] The 384 MB and 512 MB memory configurations may require the removal and replacement of original factory-installed memory modules.

Removing a memory module

- 1 Shut down your notebook and disconnect all peripheral devices, such as your printer.
- 2 Unplug your notebook and remove the battery pack(s).
- 3 After your notebook has cooled, loosen and remove the screw that secures the cover of the memory bay on the bottom of your notebook. Use an appropriate screwdriver.

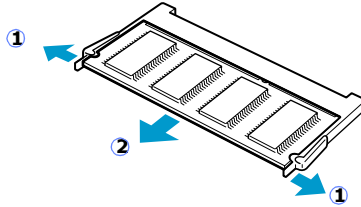
Removing the memory module cover



- 4 Touch a metal object (such as the connector panel on the back of your notebook) to discharge any static electricity.

- 5 Remove the memory module.

Removing memory module



- ① Pull the tabs in the direction of the arrow . The memory module is released . ② Pull the memory module in the direction of the arrow.
- 6 Tighten the screw on the memory bay cover.

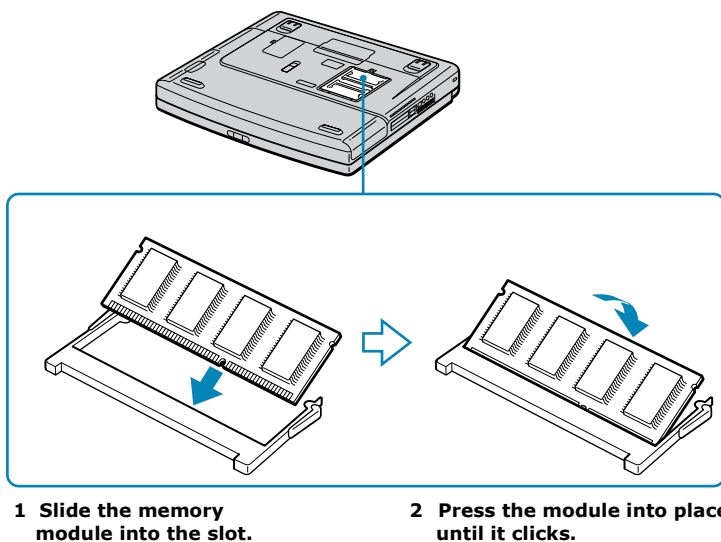


Your notebook comes with a memory module installed in the memory slot. To upgrade your memory, removal of these modules may be necessary before installing your upgrade memory module.

Installing a memory module

- 1 Follow steps 1 to 4 of “Removing a memory module” for removing the preinstalled memory.
- 2 Remove the new memory module from its packaging.
- 3 Install the memory module by sliding it into the memory module slot. Press the module into place until it clicks.

Installing memory module



- 4 Tighten the screw on the cover of the memory bay.

Viewing the amount of memory

- 1** Restart the notebook.
- 2** Click Start, right-click My Computer, and then click Properties. The System Properties window appears.
- 3** Click the General tab. The amount of memory (MB of RAM) is shown.



If the additional memory is not shown, repeat the steps described in the “Installing a memory module” section.

Troubleshooting

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

- ❑ Troubleshooting Your Notebook
- ❑ Troubleshooting the LCD Screen
- ❑ Troubleshooting the Mouse and Touchpad
- ❑ Troubleshooting Drives, PC Cards and Peripheral Devices
- ❑ Troubleshooting Software
- ❑ Troubleshooting the Modem
- ❑ Troubleshooting Audio
- ❑ Troubleshooting the Printer

Troubleshooting Your Notebook


My notebook does not start.

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

My notebook starts but a BIOS error appears.

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

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

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

- ☐ Make sure there is no floppy disk in the floppy disk drive (non-bootable).
- ☐ If a non-bootable floppy disk is in a connected floppy disk drive, follow these steps:
 - 1 Turn off the notebook, and then remove the floppy disk.
 - 2 Restart the notebook and confirm that Windows starts properly.
- ☐ If Windows still does not start, follow the steps below to start the BIOS:
 - 1 Turn off the notebook.
 - 2 Remove any peripheral devices connected to the notebook.
 - 3 Turn the notebook on again.
 - 4 Press the F2 key when the Sony logo appears. The BIOS setup menu screen appears.
 - 5 Press the 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, and 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, and then press Enter. The notebook restarts.

If your notebook continues to display the message “Operating system not found,” and Windows does not start, use your supplied System Recovery CD to restore the software titles shipped with your notebook. See “To use the System Recovery CD(s)” for more information.



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

My notebook stops responding or does not shut down.

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

- ☐ Try restarting the notebook. On the Windows taskbar, click Start, select Turn Off Computer, and then click Turn Off.
- ☐ If you cannot restart as described in the preceding step, you can restart the notebook by pressing the Ctrl+Alt+Delete keys simultaneously and then clicking Turn Off on the Windows Security screen.
- ☐ 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 notebook stops responding while playing a CD or DVD, stop the CD/DVD, restart the notebook by pressing the Ctrl+Alt+Delete keys simultaneously, and then clicking Turn Off on the Windows Security screen.
- ☐ Unplug the notebook from the AC adapter and remove the battery pack from your notebook.




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

The power management setting is not responding.

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

- ☐ To restore the notebook to its normal operating stability:
 - 1 Close all open applications.

- 2 Restart the notebook by pressing Ctrl+Alt+Delete simultaneously and then selecting Restart from the drop-down list.

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

Why does the System Properties dialog box display a slower CPU speed than advertised?

- Your computer uses CPU speed-controlling technology. The System Properties dialog box may display the CPU's current speed rather than the maximum speed.

Troubleshooting the LCD Screen

My LCD screen is blank.

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

My LCD screen continues to show the previous screen.

Press the Windows key and the D key twice to refresh the screen.

The image on my connected external display is not centered or sized properly.

Use the controls on your external display to adjust the image. See the manual that came with your display for more information.

I want to change the video resolution of my display.

Follow this procedure to change the video resolution of your display.

- ☐ Click Start, point to Control Panel, and then click the Display icon.
The Display Properties dialog box appears.
- ☐ Click on the Settings tab.
- ☐ Move the Screen Area slider to change your video resolution.

I cannot switch the LCD display to TV, and vice versa.

- ☐ Make sure that the TV is connected, configured, and powered on correctly before starting the notebook. For details, see “Selecting the Display Mode” in the online User Guide.

Troubleshooting the Mouse and Touchpad

My mouse does not work.

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

My touchpad does not work properly.

- ❑ 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, and then Mouse.
 - 2 Change the button assignments in the Mouse Properties dialog box. (One of the buttons is assigned to the double-click action.)
- ❑ If you are still experiencing problems, check that another mouse was not installed.
- ❑ You may need to use your Driver Recovery CD to reinstall the mouse drivers. See “To use the Driver Recovery CD(s)” for more information.

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

- ❑ Press the Windows key and use the arrow keys to select Shut Down. When the Shut Down Windows dialog box appears, press Enter.
- ❑ If you cannot turn off your notebook as described in the step above, press the Ctrl+Alt+Delete keys simultaneously and then click Shut Down on the Windows® Security screen to restart the notebook.
- ❑ 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 the Ctrl+Alt+Delete keys simultaneously to stop playback and restart the notebook.

- ❑ If you are still experiencing problems, check that another mouse was not installed.
- ❑ You may need to use your supplied Driver Recovery CD to reinstall the touchpad or mouse drivers. See “To use the Driver Recovery CD(s)” for more information.

Troubleshooting Drives, PC Cards and Peripheral Devices

My floppy disk drive cannot write to a floppy disk.

- ❑ Check that the floppy disk drive is properly inserted into the multipurpose bay. See “To reinsert the floppy disk drive” for more details.
- ❑ If the floppy disk is write-protected, disable the write-protect feature or use a floppy disk that is not write-protected.

My optical disc drive is not playing my CD or DVD properly.

- ❑ Check that the label of the disc is facing up.
- ❑ If the disc requires software, check that the software is installed according to the manufacturer’s instructions.
- ❑ A dirty or damaged disc may cause the notebook to stop responding while it tries to read the disc. If necessary, restart the notebook, remove the disc, and then check it for dirt or damage.
- ❑ If you see video but cannot hear audio, check all of the following:
 - ❑ Check that your optical drive does not have the mute setting enabled.
 - ❑ Check the volume setting in the audio mixer.
 - ❑ If you are using external speakers, check the volume settings, and then check the connections between your external speakers and the notebook.
 - ❑ Click Start, point to Control Panel, System, and then Device Manager. Check that the correct drivers are installed properly.
- ❑ Do not use adhesive labels to identify the CD. The label may come off while the disc is in use in the optical drive and cause the drive to malfunction.
- ❑ If a region code warning appears when you try to use your optical drive, it may be that the DVD you are trying to play is incompatible with the optical drive. Check the region code listing on the DVD packaging.
- ❑ Condensation may cause the notebook to malfunction. If this occurs, do not use it for at least one hour.

My optical drive tray does not open.

- ☐ Check that the notebook is turned on.
- ☐ Press the Eject button on the optical drive.
- ☐ If the Eject button does not work, open the tray by inserting a thin, pointed object (such as a paper clip) in the hole to the right of the Eject button.

I cannot use Digital Video (DV) devices. The message “DV equipment seems to be disconnected or turned off” appears.

- ☐ Check that the DV device is turned on and that the cables are properly connected.
- ☐ If you are using multiple i.LINK®* devices, the combination or order of the devices may be causing the problem. In this case, turn off your notebook and all connected devices. Disconnect the devices that are not in use. Check the connections for each device, and then restart your notebook.

My PC Card is not working.

- ☐ Check that the PC Card is installed properly.
- ☐ Check that the PC Card is compatible with Microsoft® Windows®.
- ☐ Check that any necessary drivers were installed properly. See “To use the Driver Recovery CD(s)” for more information on installing the drivers.

I cannot establish a connection between two VAIO computers when using an i.LINK cable.

- 1 Disconnect the i.LINK® cable from both computers and reconnect it.
- 2 Wait for the computers to respond. If neither computer responds after a few moments, restart both computers.



The computers may not recognize an i.LINK connection after returning from a power saving mode (Standby or Hibernate). If that happens, restart the computers to establish a connection.

* i.LINK is a Sony trademark used 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 connector may not communicate with each other. Refer to the documentation that came with your compatible i.LINK device for information on operating conditions and proper connection. Before connecting compatible i.LINK PC peripherals to your system, such as a CD-RW or hard disk drive, confirm their operating system compatibility and required operating conditions.

Troubleshooting Software

My software program stops responding or crashes.

- ❑ Contact the software publisher or designated provider for technical support. Refer to “Application, Driver, and System Recovery CDs” for more information.

When I click an application icon, the message “You must insert the application CD into your optical drive” appears and the software does not start.

- ❑ Some titles require specific files that are located on the application CD. Insert the disc and try starting the program again.
- ❑ Make sure you place the CD in the tray with the label side facing up.

What software do I use for CD-R/CD-RW software functions?

- ❑ Sony recommends using the preinstalled SonicStage software’s Record function to create any CDs on your VAIO® computer, if the specific model you purchased is preconfigured with all necessary components for CD-R and CD-RW capability. Downloading the optional RealJukebox CD-burning component to create any Cds on your computer may interfere with normal system operations.

I cannot use the DVgate™ software.

- ❑ Connect your notebook to AC power when using DVgate software.

My computer’s start-up time seems longer after I installed AOL. What can I do?

- ❑ On some computers, installing America Online® (AOL) may increase boot time by up to one minute. If you experience this on your system and would like to speed up the time required to start your computer, you may want to disable the AOL WAN driver. Do the following:
 - 1 Click Start in the Windows® taskbar and then select Control Panel.
 - 2 Click Network and Internet Connections, and select Network Connections.
 - 3 Right-click the Local Area Connection with device name “WAN Network Driver,” and select Disable.

Verify that your AOL connection still functions satisfactorily with the WAN Network Driver disabled. If you need to reverse this setting, repeat the steps above and select Enable.

Troubleshooting the Modem

My modem does not work.

- ☐ Check that the phone line is plugged into the line jack. See “Connecting a Phone Line” for more information.
- ☐ Check that the phone line is working. You can check the line by plugging in an ordinary phone and listening for a dial tone.
- ☐ Check that the phone number the program is dialing is correct.
- ☐ Check that the software you are using is compatible with the notebook’s modem. (All preinstalled Sony programs are compatible.)
- ☐ If you are still experiencing problems, use your supplied Driver Recovery CD to reinstall the modem drivers. See “To use the Driver Recovery CD(s)” for more information.

My modem connection is slow.

Your notebook is equipped with a V.90/K56flex-compatible modem. Many factors may influence modem connection speed, including telephone line noise or compatibility with telephone equipment (such as fax machines or other modems). If you think your modem is not connecting properly to other PC-based modems, fax machines, or your Internet Service Provider (ISP), check the following:

- ☐ Ask your phone company to check that your phone line is free from any line noise.
- ☐ If your problem is fax-related, check that there are no problems with the fax machine you are calling and that it is compatible with fax modems.
- ☐ If you are having a problem connecting with your Internet Service Provider, check that the ISP is not experiencing technical problems.
- ☐ If you have a second phone line available, try connecting the modem to that line.

Troubleshooting Audio

My speakers make no sound.

- ❑ If the built-in speakers are turned off, press the key combination Fn+F3 to turn on the speakers. If the speaker volume is turned to the minimum, press Fn+F4.
- ❑ If your notebook is powered by batteries, check that the battery packs are inserted properly and that they are charged.
- ❑ If you are using an application that has its own volume control, check that the volume is turned up.
- ❑ Check the volume controls in the Windows® taskbar.
- ❑ If you connect external speakers, check that the speakers are properly connected and the volume is turned up. If the speakers have a mute button, make sure it is off. If the speakers are powered by batteries, check that the batteries are inserted properly and that they are charged.
- ❑ If you have connected an audio cable to the Headphone jack, disconnect the cable.
- ❑ If you are still experiencing problems, use the supplied Driver Recovery CD to reinstall the drivers. See “To use the Driver Recovery CD(s)” for more information.

My microphone does not work.

If you are using an external microphone, check that the microphone is plugged into the Microphone jack. See “Connecting an External Microphone” for more information.

Troubleshooting the Printer

I cannot print.

- ❑ Your connected printer may not function after the notebook resumes from a power saving mode. If this occurs, follow these steps to reset the printer connection:
 - 1 Click Start and then select Control Panel.
 - 2 Click the Printers folder.
 - 3 Right-click the icon of the printer that is not functioning, and then select Properties to access the Properties window.
 - 4 Click OK to close the Properties window. The printer should now function properly.
- ❑ Verify that the parallel port is set to the proper mode.
 - 1 Restart your computer, and then press the F2 key when the Sony logo screen appears. The BIOS setup menu appears.
 - 2 Press the Esc key.
 - 3 Select LOAD BIOS DEFAULTS, and then press Enter.
 - 4 Select EXIT SAVING CHANGES, and then press Enter.
 - 5 Press Enter again. The BIOS defaults are reset and the parallel port configuration is set to default values.

Getting Help

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

Support Options

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

-
- 1 *VAIO® Notebook User Guide***
The online VAIO® Notebook User Guide and this printed VAIO® Notebook Quick Start provide you with information on how to maximize your notebook capabilities and solve common problems. The quick start is supplied with your notebook.

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

 - 3 **Operating System Online Support****
Your notebook comes preinstalled with Microsoft® Windows®. For operating system support, call : 1-888-4-SONY-PC (1-888-476-6972).
-

4 VAIO Support Agent

You can find VAIO Support Agent by clicking the Start button and then selecting VAIO 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 PC 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, then select the topics that you want to receive. To contact the Sony fax-on-demand service, call: 1-888-4-SONY-PC (1-888-476-6972).

7 Sony Customer Support

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

Software Support Information

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

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

America Online® (America Online, Inc.)

Web site	http://www.aol.com/
phone	800-827-6364
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
hours	M-F 8 AM - 5 PM (PST)

QuickTime™ (Apple Computer Inc.)

Web site	http://www.apple.com/
phone	512-674-8700
hours	7 days a week, 6 AM - 6 PM (PT)

RealJukebox®, Real Player® (RealNetworks Inc.)

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

Sony Applications (Sony Electronics Inc.)

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

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

Windows® Operating System, Word (Microsoft Corporation)

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/jsp/Support.jsp
phone	510-651-0888
e-mail	support@intervideo.com

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>.

Index

A

- AC adapter 19
- AC power 19
- adding
 - memory 41
- adjusting
 - brightness 25
- Application Recovery CD 36
- audio
 - troubleshooting 61

B

- battery packs 20
 - charging 21
 - indicator lights 22
 - inserting 20
 - inserting into battery bay 20
 - loading 20
 - rechargeable 19
 - removing 23
- brightness
 - adjusting 25

C

- cables
 - power cord 19
- charge status indicator light 22
- charging battery packs 21
- choosing
 - power source 20
- computer 63
 - features 5
 - starting 25

- troubleshooting 50
- unpacking 7

- connecting
 - power source 19
- controls
 - locating 14

D

- DC In 19
- dial-up connection 10
- Driver Recovery CD 37

E

- expansion memory configuration 43

F

- features 5
- floppy disk drive
 - troubleshooting 57

G

- getting help 63

H

- hardware
 - online support 63
- help 63
- Hibernation mode 27

I

- indicator lights
 - battery 22
 - charge status 22
- inserting
 - battery pack 20
- installing
 - memory module 44

J

jacks

DC In 19

L

LCD

lock lever 25

troubleshooting 54

lever

LCD 25

loading

battery pack 20

locating controls and ports 14

M

memory

adding 41

memory module

expansion 43

installing 44

removing 44

microphone

troubleshooting 61

modem

troubleshooting 60

mouse

troubleshooting 55

O

optical drive tray

troubleshooting 58

P

PC Card

troubleshooting 57, 58

peripheral devices

troubleshooting 57

ports

locating 14

power

cord 19

switch 25

power saving modes

Hibernation 27

Standby 27

power source 19

power sources 20

connecting 19

printer

troubleshooting 62

R

rechargeable battery packs 19, 20

recharging battery packs 21

Recovery CD 36

removing

battery packs 23

memory module 44

restoring data 36

S

second battery pack 20

selecting

power source 20

setting up your PC

support 63

software

support information 65

troubleshooting 59

Software list 29

Sony Fax-on-Demand service 64

Sony Service Center 66

speakers

troubleshooting 61

Standby mode 27

starting

computer 25

startup problems 26

support

software 65

support, technical 63

T

technical support 63

touchpad

troubleshooting 55

troubleshooting 49, 50

audio 61

drives, PC Cards, and peripheral
devices 57

LCD 54

modem 60

mouse and touchpad 55

printer 62

software 59

startup 26

Turn Off Computer dialog box 26

shutting down 26

turning on

computer 25

U

unpacking 7

unpacking the computer 7

V

ventilation slot 17

viewing the amount of memory 47

VisualFlow application 35

W

Windows

Start button 26

taskbar 26, 52

© 2001 Sony Electronics Inc. Reproduction in whole or in part without written permission is prohibited. All rights reserved. Sony, VAIO, the VAIO logo, VAIO Smart, DVgate, Handycam, Media Bar, MovieShaker, PictureGear, and i.LINK are trademarks of Sony. All other trademarks are trademarks or registered trademarks of their respective owners.

Printed in USA

4-658-809-11