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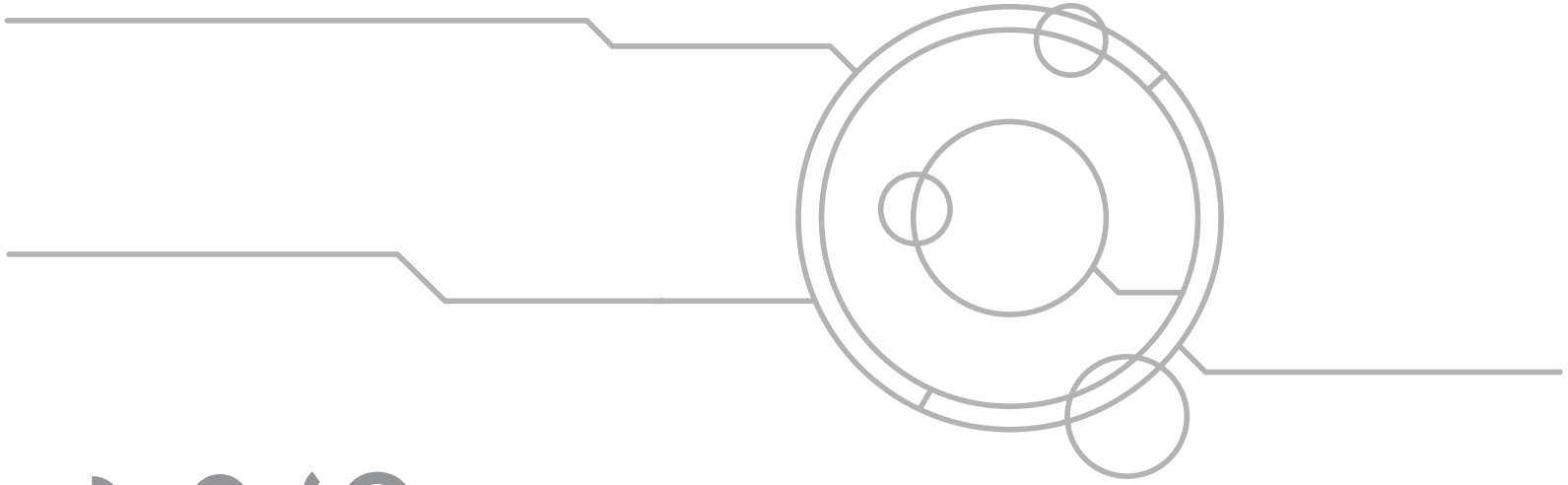
SONY

Guide to:
Troubleshooting
and
Using the VAIO Recovery and Documentation Disc



VAIO

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Welcome

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

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

- Exceptional performance.
- Sony audio and video quality.
- Multimedia features.
- Interconnectivity.
- Windows® operating system.
- Extensive communication possibilities.
- Excellent customer support from VAIO-Link: http://www.vaio-link.com

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Introduction to this guide

This guide covers the following important areas:

- If you have any problems with your VAIO, solutions are offered in this booklet in the form of a **Troubleshooting Guide**. There are more troubleshooting topics in your **Hardware Guide**. Always read these sections before contacting VAIO-Link.
  See "Troubleshooting" on page 9.

- Delivered with your Sony VAIO computer is a disc labelled **VAIO Recovery and Documentation Disc**. This booklet explains the purpose and contents of the disc, so you can use it as a daily companion when using your VAIO.
  See "Using the VAIO Recovery and Documentation Disc" on page 21.

- In the final section of the guide, you can find information on registering your product and using the VAIO-Link service, including contact details.
  See "Sony support options" on page 36.

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Troubleshooting

This section describes how to solve common problems you might encounter when using your VAIO computer. Many problems have simple solutions. Further topics are covered in the **Hardware Guide** for your computer and on the VAIO-Link website (www.vaio-link.com). Please try these suggestions before contacting VAIO-Link directly, or your local Sony dealer.

- ❑ See "About the computer and software" on page 10
- ❑ See "About optical discs" on page 14
- ❑ See "About the display" on page 15
- ❑ See "About peripherals" on page 16
- ❑ See "About writing to DVD" on page 19

About the computer and software

My computer does not start

- Check that the computer is plugged directly into a power source (without an extension cord) and that it is turned on.
- Check the power socket is working by testing it with another device (e.g. a lamp or radio).
- Check that the computer's power indicator indicates that the power is on.
- Confirm that the power cord and all cables are connected firmly.
- If you have plugged the computer into an Uninterrupted Power Supply (UPS), make sure the UPS is turned on and works.
- Unplug all external devices and cables, including the Internet connection.
- Remove any extra memory modules you may have inserted since purchase.
- Moisture condensation may have occurred. Do not use the computer for at least one hour and then turn it on.
- If you are using an external display, check that it is plugged into a power source and turned on. Check that you have switched to the external display and that the brightness and contrast controls are correctly adjusted.
- If you cannot start Windows®, make sure there is no floppy disk in the (external) floppy disk drive.
- Notebooks only:
  - Check that the battery pack is inserted properly and that it is charged. If it is and you still cannot start the computer, take out the battery and make sure your computer is running on the AC power supply only.
  - Check that you are using the supplied Sony AC adapter.
  - Check cables for signs of wear and tear (which can occur if the cable is twisted around the AC adapter during transport).
  - Alternatively:
    1. Unplug all external devices and cables, including your external mouse and the Internet connection.
    2. Remove the battery then hold the power button down for 10 seconds to make sure the system is off.
    3. Try to restart again with the AC adapter.

When I turn on my computer, the message 'Press <F1> to resume, <F2> to enter setup' appears

This message is telling you to initialise the BIOS (Basic Input/Output System).

To do so, proceed as follows:

1. Turn off the computer.
2. Remove any peripheral devices connected to the computer.
3. Turn on the computer and press **<F2>** when the **Sony** logo appears.
   The BIOS setup menu screen appears.
4. Press the arrow keys to select the **Exit** menu.
5. Press the arrow keys to select **Get Default Values*** or **Load Setup Defaults**** and then press **<Enter>**.
   The message **Load default configuration now?*** or **Load Setup Defaults?**** appears.
6. Make sure that **Yes** is selected and then press **<Enter>**.
7. Press the arrow keys to select **Exit (save changes)*** or **Save Changes**** and then press **<Enter>**.
   The message **Save configuration changes and exit now?** appears.
8. Make sure that **Yes** is selected and then press **<Enter>**.

* For notebook computers.

** For desktop computers.

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My computer does not shut down

You are recommended to shut down your computer 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.

If the **Turn off Computer** command does not work properly, proceed as follows:

1 Shut down the computer by pressing **<Ctrl>+<Alt>+<Delete>** simultaneously.
The **Windows Task Manager** screen appears.

2 Choose **Shut Down** and then **Turn off**.

- If this procedure does not work, slide/press the power switch/button and hold it for at least four seconds*. This turns off the power. Notebooks: Also unplug the notebook from the mains.
- Refer to the next section if there is an application which has prevented proper shutdown.

* This may take six seconds for some desktop models.

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My computer or software program is not responding

- ❑ If you suspect one application is locking your system, you can try to stop it, as follows:

1 Press **<Ctrl>+<Alt>+<Delete>** simultaneously.
The **Windows Task Manager** screen appears.

2 Scroll down until you see an application with the status **Not responding**.

3 Select this application from the list and click **End Task**.
Windows® tries to close the application.
If it fails to do so, a second dialog box appears.

4 Select **End Task** again.

- ❑ If the above method does not work or you do not know which application is locking your system, shut down the computer, as follows:

1 Click the **Start** button.

2 Select **Turn Off Computer**, and then **Turn off** in the dialog box that appears.

- ❑ If this procedure does not work, slide/press the power switch/button and hold it for at least four* seconds. This turns off the power. Notebooks: Also unplug the notebook from the mains.
- ❑ If your computer locks up while playing a disc, stop the disc by pressing the eject button on the disc drive, then restart your computer.
- ❑ If the message **Application not responding** appears, click **End Now**. Please be warned that you will lose unsaved data.
- ❑ If this happens regularly:
  - ❑ Contact the software publisher or designated provider for technical support.
  - ❑ Make sure the software is compatible with your equipment and operating system.
  - ❑ Try reinstalling the software.

* This may take six seconds for some desktop models.

About optical discs

My disc drive tray does not open

- Make sure the computer is turned on and press the eject button on the disc drive.
- If the eject button does not work, try pressing **<Fn>+<E>***.
- Click **Start**, and select **My Computer**. Right-click the optical disc drive and select **Eject**.
- If none of the above works, try the following*:
  When the computer is OFF, open the tray by inserting a sharp, pointed object (for example a paperclip) into the hole next to the eject button.

* This function does not apply to all computers.

I cannot play a disc

- After inserting the disc, wait for a few seconds for the system to detect it before you try to access it.
- Make sure the label of the disc is facing outwards or upwards, depending on the drive.
- If the disc requires software, make sure the software is installed according to the instructions of the program.
- Check the volume of your speakers.
- Clean the disc with an appropriate cleaner.
- Notebooks: Make sure your computer is running on AC power supply only.
- Moisture condensation may have occurred. Do not use the computer for at least 1 hour before turning it on. Notebooks: Remove the battery while you wait for the condensation to disappear.

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About the display

My screen does not display anything

- Desktops: Check that the computer and display are plugged into a power source and they are both turned on.
- Notebooks: Check that the battery pack(s) are inserted properly and that they are charged. If using AC power, check that the connection to the mains is secure. If you are using an external display, check that it is plugged into a power source and turned on.
- Check that the power indicator on the main unit is on.
- Adjust the brightness of the screen.
- The computer display may be in **Standby** mode. If so, press any key to activate the display. It will take a few seconds for the screen content to appear.
- The computer display may be in **Hibernate** mode. If so, press the power button to activate the system. It will take a few seconds for the screen content to appear.

The window I have just closed is still on the screen

- Press **<F5>** to refresh the screen, or
- Press the Windows® key + **<D>** twice to clean up the screen.

About peripherals

I cannot print

- ❑ Check that all the cables of the printer are properly connected.
- ❑ Check the cable to see if the pins/connectors are not bent or missing completely.
- ❑ Check the manual supplied with your printer for troubleshooting solutions.
- ❑ Try a printer self test (if available) to see if the printer itself is still working properly. For more information, please consult the manual supplied with your printer.
- ❑ Try reinstalling the printer. Some printers have a specific installation procedure. Please check the manual supplied with your printer.
- ❑ Check that your printer is correctly configured and that you have up-to-date drivers. If necessary, contact your dealer.
- ❑ The default setting for the printer port mode is correct for most printers. If you cannot print, try changing the printer port mode, as follows:

1. Restart your computer.
2. When you see the **Sony** logo, press **<F2>**.
   The BIOS setup menu screen appears.
3. Use the keyboard's arrow keys to select the **Advanced** menu.
4. The documentation delivered with your printer should give you the relevant port option.
5. Notebooks: If the printer port mode is set to **ECP**, change it to **Bidirectional** (for HP printers).
   If the printer port is set to **Bidirectional**, change it to **ECP**.
   Desktops: **Select I/O Device Configuration** or **On board device Configuration**, then press the **<Enter>** key.
6. Select **Parallel Port Mode**, then press the **<Enter>** key.
7. Select a printer port option using the arrow keys, then press **<Enter>**.

8 Press **<F10>** and save the new configuration.
Your computer restarts.

❑ If you still cannot print, try resetting the printer connection, as follows:

1 Click the icon of the printer installed on your computer.

2 In the **Printer Tasks** menu, which has now expanded, click **Set printer properties**.

3 Have a look through the different tabs and check for abnormalities that you may be aware of. If you are unsure, check with the printer manufacturer's support service about the correct installation for the printer.

4 Restart your computer.

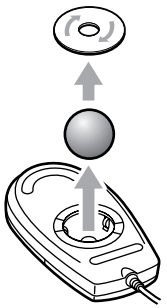
My mouse does not work

- ❑ If you are using a PS/2 mouse, you must connect it before you turn on your computer.
- ❑ If you are using an optional Sony USB mouse, check that the appropriate driver and software are properly installed.
- ❑ Check that the mouse is plugged into the mouse connector.
- ❑ Note that the scrolling features work only with programs that use scroll bars. Some programs do not support features usually available with the central wheel.
- ❑ There may be dust or dirt inside the mouse mechanism.

To clean the mouse, proceed as follows:

1. Turn off the computer and turn the mouse upside down.
2. Remove the mouse ball cover by turning the ring clockwise as indicated by the arrows.
3. Turn the mouse upright and drop the mouse ball into your hand.
4. Using a piece of sticky tape, remove any dirt or dust on the mouse ball and inside the ball socket.
5. Put the mouse ball back into the socket and replace the cover.
6. Secure the cover by turning the ring anti-clockwise.

✍ This cleaning procedure does not apply to optical mouse devices.



If you are using an optical mouse:

- ❑ Do not use the mouse on a reflective surface (such as a mirror) or transparent surface (such as glass).
- ❑ Some surfaces do not allow the sensor to function properly because the irregularities are too small to be detected. The best surfaces reflect but scatter light; an example is a blank sheet of white drawing paper. Otherwise, use a standard mouse pad.

About writing to DVD

This section is only for models with a built-in DVD recorder. Please check the printed **Specifications** sheet to see what sort of drive your computer has.

You can find general troubleshooting points below, but the VAIO-Link website has more detailed advice, including links to help files and DVD software manuals. Always check the website if you are having difficulties: www.vaio-link.com

If you are having problems with general recording, perform the following checks:

- Are you using the correct DVD recordable media?
  Please check which DVD recordable format is compatible with your VAIO built-in DVD recorder: DVD-R / DVD-RW / DVD+R / DVD+RW. Please note the possibility that some brands of DVD recordable media do not work.
- Is there any third-party DVD-recording software installed on the VAIO? If so, remove all third-party DVD-recording software from the computer.
- Are you able to read regular data/music DVDs? Check if you are able to read pre-recorded DVD media. Please note that combined drives (i.e. DVD recordable drive and CD reader/writer in one) tend to be more sensitive than regular DVD drives (for example, a scratched DVD will work fine in a DVD drive but cannot be read in a combined drive).
- Is the DVD recorder properly detected and functioning according to the Device Manager? Go to **Start**, right-click **My Computer** and select **Properties**. Click the **Hardware** tab and select **Device Manager**. Open **DVD/CD-ROM drives** in the tree list. Please note that the name of the drive can differ for each model.
  If an exclamation mark is shown next to the drive or if **DVDRW** is not mentioned for the drive, uninstall the DVD recorder from Device Manager and restart the computer. Please note that the drivers used are generic Windows® drivers and are not available on the VAIO Recovery and Documentation Disc or the VAIO-Link website.
- Check www.vaio-link.com for the following:
  - If your VAIO is updated to the latest BIOS (Basic Input/Output System).
  - If a firmware update is available for your DVD recordable drive.

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- Perform a system recovery on the VAIO. Make sure you aware of the consequences of this action beforehand. See "Recovering the operating system" on page 24.
- If you are still unable to record to DVD, contact VAIO-Link directly.

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Using the VAIO Recovery and Documentation Disc

Delivered with your Sony VAIO computer is a disc labelled **VAIO Recovery and Documentation Disc**. This section explains the purpose and contents of the disc, which will become a valuable source of information and important accompaniment to your daily use of the VAIO.

✍ You can only use this disc on the Sony computer it came with and not on any other Sony PC or other manufacturer's PC.

Introduction

From the VAIO Recovery and Documentation Disc, you can access the user guides, install applications and perform a complete recovery of your system.

To start using the disc, proceed as follows:

1 Insert the disc into your VAIO's disc drive.
If the disc does not launch automatically, go to **Start** and **My Computer**. Double-click on the disc icon to open the contents of the disc, then double-click the file **Autorun.exe**.
A welcome screen appears.

2 Click **Continue**.
The options screen appears.

3 In answer to **What would you like to do?**, make your choice and click **Go!**.
Details of these four options are described in the next section of this guide.

- ❑ Option 1, see “Reading the documentation” on page 22
- ❑ Option 2, see “Recovering the operating system” on page 24
- ❑ Option 3, see “Installing all applications” on page 32
- ❑ Option 4, see “Installing individual applications” on page 33

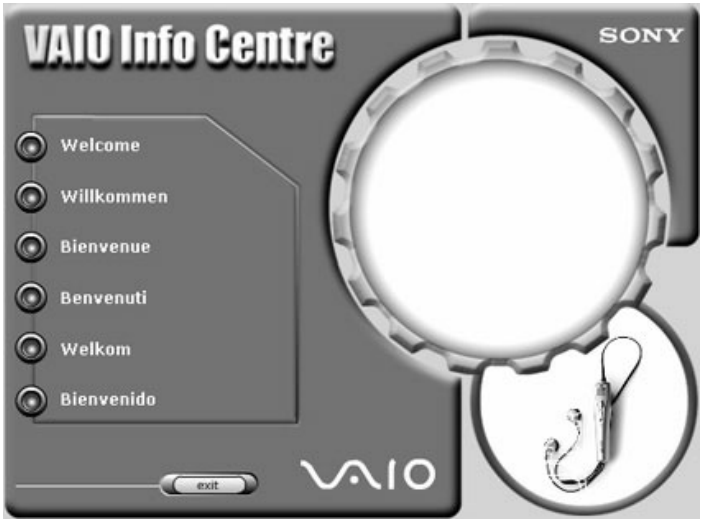
Reading the documentation

You are strongly recommended to read the documentation before you start using your computer in detail.

Click **Go!** under **Read the documentation** to launch the **VAIO Info Centre**. From here, you can access **Hardware / Software / Customer Service Guides** in different languages, as well as links to various helpful and entertaining websites. It is a comprehensive collection of everything you need to find out more about your computer.

As well as providing essential information, the online documentation has helpful hints and covers topics you may not have considered before.

Guides are provided in PDF format, which you can easily browse through and print out.



When you have finished reading the guides and click **Exit** to close the **VAIO Info Centre**, you return to the VAIO Recovery and Documentation Disc options screen.

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Saving the VAIO Info Centre on your computer

So that the documentation is always available for your reference, for example, when travelling, you can save the VAIO Info Centre on your hard drive. In this way, you do not have to insert the disc every time.

To save the documentation on your hard drive, proceed as follows:

1. Insert the VAIO Recovery and Documentation Disc into your computer's disc drive.
2. Go to **Start** and select **My Computer**.
3. Double-click on the disc icon to open the contents of the disc and then double-click the folder **Documentation**.
4. Right-click the folder **VAIO Info Centre** and select **Copy**.
   You must copy this entire folder, otherwise you will not be able to read the guides.
5. Browse to wherever you want to save the documentation on your computer, right-click and then select **Paste**.
   The documentation is saved on your hard drive.
6. To create a shortcut, go to **My Computer**, browse to the saved **VAIO Info Centre** folder and double-click it.
7. Right-click on the file **VAIO Info Centre.exe**, and click **Create Shortcut**.
8. Drag and drop the shortcut to your desktop.

Recovering the operating system

This option can resolve serious problems you may experience with your computer.

Please be warned, however, that **you will lose all the data saved on your C: drive**, including any applications you installed since purchase.

Perform a system recovery only in the following cases:

- In the event of a serious system crash.
- If you want to modify the size of the hard drive partitions.

The system recovery process allows you to:

- Reinstall an image of the hard disk as it was before you started using your computer.
  In the event that your system is seriously damaged, for example, if Windows® does not work as it should, or your PC behaves abnormally, the system recovery will completely reinstall the originally configured system on your C: drive.
- Change the sizes of the two available hard drive partitions, or delete the partitions altogether.
  If you decide to modify the size of your partitions, the existing data on both C: drive and D: drive will be deleted.
  See “Using partitioned drives” on page 26.

Notes on performing a system recovery

- The recovery process can last up to 60 minutes.
- This procedure recovers the entire system, which means you cannot choose to only recover Windows®.
- Before you attempt a system recovery, make sure that your computer is connected to the AC power supply. Notebooks should not be running on the battery only.
- After the recovery is performed, you are recommended to remove the VAIO Recovery and Documentation Disc from the drive before restarting the computer.
- Notebooks with docking stations: To perform a system recovery, you must disconnect the docking station, unless your disc drive is on the docking station.

Starting the recovery

From the VAIO Recovery and Documentation Disc options screen, proceed as follows:

1 Read the next section about performing a system recovery before you proceed.

2 Click **Go!** under the option **Recover the operating system** to begin the recovery process.
A warning message appears.

3 Read the instruction and click **OK** to proceed, or **Cancel** to return to the VAIO Recovery and Documentation Disc options screen.
If you clicked **OK**, the system restarts.

4 Pay close attention to what appears onscreen.
The **Sony** logo appears.

5 As soon as you see the message **Press any key!**, you must do so within 3 seconds. Otherwise, the system will search the hard drive instead of the disc and recovery will not start.
If you fail to press any key within the time allowed, simply restart your computer and repeat the procedure.
The recovery utility starts.

6 Follow the instructions onscreen, accompanied by the descriptions in the next section of this guide.
You can still choose to abort at this time.

If you can no longer access Windows®, proceed as follows:

1 Turn on the computer.

2 Insert the VAIO Recovery and Documentation Disc into the disc drive.

3 Restart the computer and pay close attention to what appears onscreen.
The **Sony** logo appears.

4 As soon as you see the message **Press any key!**, you must do so within 3 seconds. Otherwise, the system will search the hard drive instead of the disc and recovery will not start.
If you fail to press any key within the time allowed, simply restart your computer and repeat the procedure.
The recovery utility starts.

5 Follow the instructions onscreen, accompanied by the descriptions in the next section of this guide.

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Using partitioned drives

In **My Computer** you may have noticed the availability of two drive partitions (C: and D:). Your hard disk drive comes from the factory with 2 logical partitions. This does not mean that your computer contains two physical hard disks.

When you start using your computer, your C: partition (also referred to as C: drive) contains all the files required by Windows® and other preinstalled software, while the D: drive is empty in most cases. The D: drive is the ideal storage space for all your documents and files, especially larger ones like digital motion pictures captured by DVgate.

✍ Although you can perform a system recovery and change the partition settings in order to have one C: drive only, this option is not recommended for using video editing applications like DVgate and is NOT available on computers with Giga Pocket 5.0 installed.

To optimise data storage, use the C: drive to install new applications, and save all your documents and files to the D: drive. Moreover, doing so will prevent the loss of your data in case you need to perform a system recovery.

Do not try to add, delete, or resize partitions unless you really need to. **Changing partition settings will delete all your files on the hard disk**.

If you need to perform a system recovery, but do not want to lose all the data stored on your hard disk, copy all the files you want to keep on the D: drive. During the system recovery process, choose to keep the current partition information. Doing so will keep your D: drive unchanged after the recovery process.

If you do need to change the size of your partitions, you can do so by choosing **Custom Drive Recovery** in the system recovery set-up process. In this case, it is important to be aware that all data on your hard disk will be deleted. If you need to keep existing files, make sure you back them up before performing the system recovery. You can use discs or floppy disks, for example, to make backups.

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Recovering the system without changing partition sizes

To completely restore the original software, drivers and settings on your computer without changing the partition sizes, choose the first option and apply a Default System Drive Recovery. Performing this recovery means that you will lose all the data stored on your C: drive, but data on your D: drive will remain.

You should allow one hour for the recovery process.

To perform the Default System Drive Recovery, proceed as follows:

1. Select the button next to **Default System Drive Recovery (Recommended)**.
2. Click **Next**.
   You are asked if you are sure you want to recover the system.
3. To start the procedure, click **Next**.
4. Click **Yes** to confirm.
   The recovery process starts.
5. Follow the instructions onscreen.
6. When the process is finished, click **OK**.
7. Click **Next** in the window that appears.
   The system ejects the disc automatically.
8. Remove the disc, close the drive and click **Finish**.
   Your system is restored to its initial settings and reboots automatically.

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Recovering the system with modified partition sizes

To have the option of changing the partition sizes before completely restoring the original software, drivers and settings on your computer, choose **Custom Drive Recovery**.

Changing the partition sizes of the two hard drives means that you will lose all the data stored on both your C: drive and your D: drive.

You should allow one hour for the recovery process.

To perform a Custom Drive Recovery, proceed as follows:

1 Select the button next to **Custom Drive Recovery**.

2 Click **Next**.
You now have three options:

- ❑ Default System Drive Recovery (see "Recovering the system without changing partition sizes" on page 27).
- ❑ Change Partition Size and Recover.
- ❑ Factory Default Settings Recovery.

Manually changing partition sizes

Choosing **Change Partition Size and Recover** allows you to manually select the size of your C: drive, leaving the remaining gigabytes to the D: drive. Meanwhile, all current partition sizes are deleted, the hard disk is reformatted, and all the original software is restored as with a standard system recovery. **You will lose all the data on your hard drive**.

You should allow one hour for this process.

To manually change the partition sizes and perform a system recovery, proceed as follows:

1. Select the button next to **Change Partition Size and Recover**.
2. Click **Next**.
3. In the following screen, select the size of your C: drive in gigabytes, or choose to restore the default size by pressing **Default**.
4. Click **Next**.
5. Read the summary of the recovery process about to be performed and click **Next** to start the process.
6. Click **Yes** to confirm.
7. Follow the instructions onscreen.
8. When the process is finished, click **OK**.
9. Click **Next** in the window that appears.
   The system ejects the disc automatically.
10. Remove the disc, close the drive and click **Finish**.
    Your system's settings are changed and your computer reboots automatically.

Resetting the default partition sizes

If you changed the partition sizes since you bought your Sony computer, choosing **Factory Default Settings Recovery** allows you to reset the hard drive to its original size. Meanwhile, the current partitions are deleted, the hard disk is reformatted, and all the original software is restored as with a standard system recovery. **You will lose all the data on your hard drive**.

You should allow one hour for the recovery process.

To restore the default size of the hard drive, proceed as follows:

1. Select the button next to **Factory Default Settings Recovery**.
2. Click **Next**.
3. Read the summary of the recovery process about to be performed and click **Next** to start the process.
4. Click **Yes** to confirm.
5. Follow the instructions onscreen.
6. When the process is finished, click **OK**.
7. Click **Next** in the window that appears.
   The system ejects the disc from the drive automatically.
8. Remove the disc, close the drive and click **Finish**.
   Your system is restored to its initial settings and reboots automatically.

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Aborting the system recovery process

Before the actual recovery process begins, the **VAIO System Recovery Utility** makes it easy to cancel any settings you may have made. Most screens remind you about the loss of data that will incur and you can either go back to the previous screen (press **Back**), or abort the recovery setup altogether. To abort, remove the recovery disc, press **Cancel**, and click **Yes** to confirm. The system reboots automatically.

However, once the recovery process has started, cancelling the job will delete all the current data on your C: drive. **If you make changes to the partition settings, you will lose all data on both hard drive partitions**.

✍ If you do not remove the disc before pressing **Cancel**, the system recovery will start again.

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Installing all applications

Most of the software applications that are bundled with your VAIO computer are already installed. Those that are not, can be found on the VAIO Recovery and Documentation Disc along with a backup of most of the preinstalled applications. Selecting the option to install all applications will automatically choose all the software that needs installing.

1 Select **Go!** under **Install all applications** to begin the installation.
A message appears requesting that you touch nothing during the installation.

2 Click **OK**.
The taskbar is hidden from view and a progress window appears.
When the process is finished, the system ejects the disc automatically.

3 Remove the disc and click **OK** to restart your computer.
The installation is complete.

- If you find that the supplied software application you wanted is still not installed, use the option **Install individual applications**. See "Installing individual applications" on page 33.
- See the **Software Guide** for descriptions of the software and instructions on how to use Sony software.
- See the printed **Specifications** sheet to see what applications are available.

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Installing individual applications

With this option, you are given the choice of which application to install. This is useful if you are having problems running a particular application, or if you had to uninstall the application.

You can also choose to reinstall all the utilities and libraries that you need for your system.

1 Select **Go!** under **Install individual applications** to begin the installation.
The list of available applications appears.

2 Select the application you want to install (or utilities and libraries) and click **Install**.

3 When the installation process is complete, click **OK**.
The installation is complete. You do not have to restart your computer.

- ❑ See the **Software Guide** for descriptions of the software and instructions on how to use Sony software.
- ❑ See the printed **Specifications** sheet to see what applications are available.

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About utilities and libraries

- A utility is an application that is very specialised and relatively limited, but important to the management of your computer's hardware. Examples of these on Sony computers are: PowerPanel, Sony Notebook Setup, HotKey Utility, Wireless Switch Setting Utility, Modem Station Utility, and Modem Station Country Selector*.
- A library is important to the programming of your system, and can include the user interface text and other essential elements of a program. Many applications delivered with your computer cannot run unless Sony libraries are installed first. Examples on Sony computers are: Sony Shared Library, UI Library, and Smart Capture Library*.

* These applications do not necessarily apply to your computer.

The utilities and libraries required for your system are already installed, but if you need to reinstall them, proceed as follows:

1 Save all your work and close any applications that are running.

2 Follow the procedure as described in "Installing individual applications" on page 33 and select **Utilities and Libraries** in the list of individual applications.
The installation starts and the system automatically reboots.
The installation continues after the system restarts.

3 Wait until the installation has finished and the options screen for the VAIO Recovery and Documentation Disc has reappeared.
The utilities and libraries are installed.

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Installing drivers from the hard drive

When you connect a peripheral to your computer, such as a mouse or keyboard, it will only work if the **driver** is installed. When your computer is delivered, all the drivers needed for the built-in hardware components, as well as for Sony mouse devices and keyboards, are already installed. What is more, the system automatically detects these drivers. Similarly, when you connect a new hardware device to your computer, your system will usually automatically detect and install its driver. However, you may have to update the driver manually.

Hardware devices purchased separately come with their own driver installation CD and installation instructions, which you should use to update the driver.

Please note: You cannot manually uninstall drivers; just reinstall them with the procedure below.

To update the driver of a hardware component that was installed when you bought the computer, proceed as follows:

1 Turn on your computer (notebooks: using AC power only) and wait until Windows® has booted up.

2 If applicable, connect the hardware device to your computer.
If the **Found New Hardware Wizard** appears, simply follow the onscreen instructions, browsing to the driver as described below.

3 Open **My Computer** and click on your C: drive.

4 Double-click the **Drivers** folder.

5 Double-click the appropriate file or folder (for example, **Video** for the graphics card driver).

6 Double-click the **Setup** (or **.exe**) file of the driver you want to reinstall and follow the instructions onscreen.

✍ You need administrator rights to install drivers on your computer. If you are the only user, you already have administrator rights; if not, ask your system administrator.

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Sony support options

Sony provides several support options for your computer.

Printed documentation supplied with your computer

The printed part of your documentation includes the following:

- The **Guide to Troubleshooting and Using the VAIO Recovery and Documentation Disc** (this guide).
- A **Getting Started** brochure, where you will find a brief description of the items in your box and how to set up your computer.
- A **Specifications** sheet, containing a table of specifications, a list of bundled software and, on the reverse side*, a guide to setting up your computer.
- Your **Sony Guarantee** conditions.
- A **Safety Regulations Guide** for your information.
- A **Modem Regulations** leaflet applying to the internal modem.
- A **Dual Language Operating System Selection** leaflet (not available for all models).
- If your computer has Bluetooth™ and/or Wireless functionalities, you will also have leaflets specific to those functions.

* Reverse side only applies to Desktop computers.

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VAIO Info Centre

The **VAIO Info Centre** (see "Reading the documentation" on page 22) contains the following guides:

- The **Hardware Guide** explains how to use your computer, connect peripheral devices and gives more troubleshooting advice.
- The **Software Guide** lists the software titles, explains how to use the Sony software, and more. Go to www.club-vaio.com to find online tutorials about your favourite VAIO software.
- The **Customer Service Guide** gives you complete information on the VAIO-Link Services.
- If your computer is bundled with the Giga Pocket software, you will also find a separate **Giga Pocket** manual.

Other sources of information

- Go to the online help files that accompany your software for instructions on using the software.
- **VAIO-Link website**: If you have any problems with your computer, you can access the VAIO-Link website for troubleshooting.
  Go to: www.vaio-link.com
- **VAIO-Link help lines**: Before contacting VAIO-Link by telephone (see "VAIO-Link contact numbers" on page 41), try to solve the problem by reading the online and printed documentation.
- Visit the other Sony websites:
  - www.club-vaio.com if you want to know more about VAIO and become part of the growing VAIO community.
  - www.sonystyle-europe.com for online purchases.
  - www.sony.com for other Sony products.

✍ You need to set up an Internet connection before you can access the online features described here.

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Customer service

What is VAIO-Link?

VAIO-Link is a service program developed by Sony to provide our VAIO Customers with a personal link to our extensive range of technical and customer support facilities. These facilities are intended to help you make the most of our VAIO product range and to provide you with the best possible service.

Service background

Sony produces its PC based products using quality materials, with a high degree of workmanship and a design for ease of use. Although it is Sony's goal that all customers will be satisfied with the products as purchased, it is recognised that due to the complexity of the technology, sometimes customers might encounter difficulties, which may require support and assistance from Sony. To service this need, Sony has created a service program called VAIO-Link. This program is backed up by a dedicated response centre and repair operation, which is staffed by highly qualified personnel. The staff is trained to provide you with the best possible service.

Who can use VAIO-Link?

All registered customers who are covered by the VAIO guarantee will be entitled to use VAIO-Link services.

✍ Please note that if your VAIO is older than 1 year when you contact VAIO-Link for support by telephone, each case is subject to a fee of 20€ (or the equivalent of).

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Registering your VAIO product

Why should you register your VAIO product?

Registration is very important to us in providing you with the best possible service, as it allows us to maintain records of your PC configuration and of all contacts you have had with us over the duration of your guarantee.

It also allows us to automatically give your computer direct access to information or software updates.
In short, it allows us to personalise our service to you.

How can you register your VAIO product?

- You can register your VAIO product on the Sony VAIO-Link website (www.vaio-link.com) by clicking **VAIO User**, then **Register your VAIO**. The process of registration involves you responding to specific questions regarding your contact details, product details and some ancillary information.
- You can register by accessing the registration screen on the Club VAIO website: www.club-vaio.com. Select your language and click on **Register now**.

✍ These options require an Internet connection.

Accessing the VAIO-Link services

How can you access VAIO-Link?

To provide easy access to all our customers, VAIO-Link services can be reached as follows:

- **www.vaio-link.com**: We have developed a very powerful website for your support which facilitates self-help and allows you to directly submit issues via email, monitor the progress of your issues and update those issues. The website contains a knowledge base with thousands of answers to all types of questions as well as a downloading section. You can also monitor repair statuses should your VAIO be serviced.
- **Fax**: National fax numbers are provided for most countries in which our products are currently sold.
- **Telephone**: National phone numbers are provided for most countries in which our products are currently sold.

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When can you access VAIO-Link?

You can access our World Wide Website 24 hours a day, 7 days a week.

For phone support, VAIO-Link is available during the following hours:

- 8am to 6pm, Monday to Friday, local time;
- VAIO-Link is closed at weekends, December 25th and January 1st.

VAIO-Link contact numbers

Below you will find the specific contact numbers for phone and fax. Details and updates of these are provided in the registration information and on our website.

Country	*Language*	*Phone number*	*Fax number*
UK (0.07 GBP/min*)	English	0870 240 2408	0870 240 2409
Ireland (0.0089 to 0.10157 €/min*)	English	(01) 407 3040	(01) 407 3050
France (0.15 €/min*)	French	08 25 33 33 00	08 25 34 27 37
Germany (0.1227 €/min*)	German	0180 577 67 76	0180 598 79 88
Netherlands**	Dutch	020 346 93 03	020 346 95 05
Belgium**	French	02 7173219	/
	Dutch	02 7173218	/
Italy (0.0181 €/min*)	Italian	848 801 541	848 810 083
Outside Italy**		+ 39 026968 2345	+ 39 026968 2346
Spain**	Spanish	914 534 087	914 534 088
Austria (0.2558 €/min*)	German	0179 56 73 33	0179 56 73 67
Switzerland (0.1 to 0.3 CHF/min*)	German	01800 9300	01800 9400
	French	01800 9700	01800 9800
Norway**	English	23162592	/
Finland**	English	0969-379450	/
Denmark**	English	45 70 112105	/
Sweden**	English	08 58 769 220	/
Greece**	English	0080044121496	/
Portugal**	English	808201174	/

* Prices include VAT. Contents will be updated from time to time without notice.

** For local call rates, please consult your phone company.

VAIO hardware repair services

If you want more information on how this service is provided, go to the VAIO-Link website (www.vaio-link.com).

While the majority of issues are resolved via the Internet or over the phone, sometimes resolving the problem might require intervention or repair.

Our Customer Support Analysts will establish whether a repair is necessary.

Prior to calling VAIO-Link and in order to allow a better service, please ensure that the following guidelines are followed:

- Have the serial number of your VAIO or a case number ready at hand.
- If you have not previously registered, bear with us while we first register your details in our customer database.
- Have a reasonably clear definition of your problem.
- Detail any specific changes you have made to the PC system and/or applications running on the computer and/or peripheral devices connected to the computer.
- Provide any other ancillary files or data as requested.

In case our Customer Support Analyst confirms the need for a repair, we would like to draw your attention to the following important remarks before we pick up your VAIO:

- Since you are responsible for backing up your data, it is essential that you back up all your files from your hard disk (onto a removable disc, for example), as Sony cannot guarantee the integrity of programs or data on your computer during the repair process.
- Do not include any accessories in the shipment of the main unit unless advised otherwise by our Customer Support Analyst.
- A flat fee will be charged for out-of-warranty units if you choose not to go ahead with the repair.
- An address, telephone number and contact person reachable during office hours are compulsory to allow our delivery courier and back-office team to operate successfully.

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