

VAIO Care - Welcome

To keep your new VAIO® computer at peak performance, Sony® has created VAIO Care™. This program is designed to:

- Automatically monitor your computer's performance on a regular schedule.
- Provide summary reports of your computer's health.
- Locate troubleshooting advice, information, and instructions.
- Troubleshoot performance issues.
- Provide access to easy-to-use diagnostic tools.
- Cross-reference to helpful information located in VAIO® Help and Support or online.
- Access the Internet to keep the VAIO Care program updated.
- Connect to valuable services that support a problem-free computing experience.

How to Use the VAIO Care Help

The VAIO Care Help (this guide) is intended to support your understanding and use of the application. It is important to maintain the hardware and software components of your VAIO computer to avoid future issues. You can open this guide by clicking on the Help icon in the upper right corner of the window.

- Run [One Click Care](#) on a regular basis for full system assessments. Follow the instructions or advice in the **VAIO Care Report** for best results.
- Use [System TuneUp](#) to maintain your computer's hard disk drive and Windows® system registry. Follow the instructions or advice in the **VAIO Care Report** for best results.
- Fix hardware or software issues through the Troubleshooting section, using the [VAIO Advisor](#) or [Diagnostics](#) features.
- Find extra help for the issues that you can't resolve right away, using the services available in [VAIO Support](#).
- Recover Windows®, create recovery media, or reinstall applications and drivers, using the [Recovery & Restore](#) feature.

While you are running a VAIO Care diagnostic, making repairs or performing a recovery, do not open or use other software programs. Some VAIO Care features may take time to complete a diagnosis or require most of the system's resources for successful operations.

Updating VAIO Care

VAIO Care checks for updates once a week, but you can manually update your version of VAIO Care online. An Internet connection is required to use this VAIO Care feature.

1. Click **Start** and then click **VAIO Care** to start the application.
2. From the [Windows task tray](#), right-click the VAIO Care icon.
3. From the shortcut menu, click **Check for Updates**.
4. Follow the on-screen instructions to download the latest VAIO Care updates.

VAIO Care, along with its tools and reports, is not intended to replace proper care and maintenance of your computer. Use properly configured antivirus, antispymware, firewall, and related security programs. Perform routine backup of your data to secure locations, such as the [My Memory Center](#) service. You can also use services such as [Backstage](#), [We'll Call You](#), or [Online Chat](#), to consult a Sony-qualified technician about major issues.

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VAIO Care Features

[One Click Care](#)

Full performance maintenance through an instant assessment of your entire computer system. A comprehensive report is generated, listing all recommended repairs.

[System TuneUp](#)

Regular maintenance tasks can be performed, such as defragmenting your hard disk drive or cleaning up the Windows® system registry.

[Troubleshooting](#)

Solutions to common issues and diagnostic tools that can locate and correct hardware and software application issues.

[VAIO Advisor](#)

Target certain device and performance issues and get specific advice.

[Diagnostics](#)

VAIO Care uses a software diagnostic that checks your installed software applications and then goes online to located self-heal updates. The hardware diagnostic tests the functionality of your computer's hardware components.

[Recovery & Restore](#)

This VAIO Care feature provides repair options to:

- Restore the Windows® operating system to an earlier version using Windows Restore
- Reinstall factory-installed software applications and drivers
- Create recovery media
- Restore your computer to the original factory settings

[VAIO Support](#)

Your system information is displayed here, as well as valuable services that enhance your computing experience. An Internet connection is required to use these services.

System Information

You can find all of your computer's information required by technical support services.

- Model Name
- Serial Number
- Service Tag

Contact Us

[We'll Call You](#)

Go online and provide your contact information. A Sony representative calls you back to help you with your computer issue.

*The **We'll Call You** feature is only available while your computer is covered under its original warranty.*

[Online Chat](#)

Open a direct line of communication with a Sony-qualified technical expert, who can give you immediate support for your computer issue.

[eSupport](#)

Connect directly to the Sony technical support Web site.

*The **We'll Call You** and **Online Chat** services are available only in English for U.S. customers.*

Other Links

[My Memory Center](#)

An automated online data transfer and backup service designed to securely protect your data.

[Backstage](#)

A VAIO PC support service located at select Sony Style stores, providing personalized help by Sony-qualified technicians.

[Register your VAIO PC](#)

An easy way to register all of your Sony products and take advantage of Sony technical support, warranties, and other benefits.

*Certain VAIO Support features, **My Memory Center** and **Backstage**, are not available in all countries or areas. Certain restrictions may also apply. Visit the Sony Support Web site for your country or area to check availability.*

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Other Links

One Click Care

This VAIO Care feature performs an immediate assessment of your computer system and delivers a comprehensive report that provides information and suggests repairs. The VAIO Care Report notifies of the status of all items that appear in the report.

You can easily see when:

- There is an item(s) that requires immediate attention.
- There is an item(s) that may indicate a problem.
- No item requires attention at this time.

1. Click **Run One Click Care Now**.

- An assessment test of your system is initialized in the same window, showing the progress of each part of the test. The name of each section is displayed as it is being checked.
- A 2-part, tabbed **VAIO Care Report** is generated in another window.

2. Click on the tabs in the **VAIO Care Report**, to view detailed information about:

- **Performance** - [Startup](#) Time and [Usage](#).
- **Check Up** - Status and information about your computer's [Security](#), [Settings](#), [Updates](#) and [Maintenance](#). Suggested fixes are provided for items requiring action.

You can look for more information by visiting the VAIO eSupport Web site. Click on the headset icon located in the upper right corner of Your VAIO Care Report. An Internet connection is required to use this VAIO Care feature.

Troubleshooting

Troubleshooting provides options to locate and resolve issues. You can view possible solutions using the [VAIO Advisor](#) feature, which analyzes items that are not working properly. Run software or hardware diagnostics, if you need help locating the cause of an issue.

Recovery & Restore

The options in VAIO Care's Recovery & Restore feature provide assistance in the event your computer experiences major issues.

The options presented in this section are:

- [Restore Windows](#) - You can reset your computer to a previous, working state without affecting saved files.
- [Install Applications and Drivers](#) - You can reinstall the original, factory-installed software programs and drivers.
- [Create Recovery Disc](#) - You can create recovery media that can restore your system and settings, in the event of a hard disk drive failure or other system malfunction.
- [Recover Computer](#) - You can restore your hard disk drive back to its original, factory-installed configuration.

This option erases all personal files, customized system settings, and software installed after the purchase of the computer.

VAIO Support

VAIO Support delivers technical support excellence by providing:

- Your system's information required for all technical support or services.
- Access to contact Sony's online technical support.
- Additional services that enhance your customer experience.

Contact Us

We'll Call You

You can go online to provide your contact information, such as phone number and a good time to reach you. A VAIO Customer Support representative calls you back at the time you indicate and provides support for your computer issue. An Internet connection is required to use this VAIO Care feature.

We'll Call You is a customer support service that is available in English for U.S. customers only. The service is only available while your computer is covered under its original warranty.

Online Chat

You can go online to chat live with a VAIO Customer Support representative. An Internet connection is required to use this VAIO Care feature.

Online Chat is a customer support service that is available in English for U.S. customers only.

1. Click **Online Chat**. Your Web browser opens to the Sony eSupport Knowledge Base page.
2. Enter your computer Model Number and click **Go**. A Web form, **Ask a Question**, is displayed.
3. Fill in your information, along with a brief description of the computer's issue.
4. Click **Start Chat**. A chat window opens and an analyst responds to your inquiry.
5. Click **End Session** to close the chat session.

[eSupport](#)

Find a wealth of support information online at Sony's eSupport Web site - your model even has its own Web page. At eSupport, you can locate:

- Manuals, specifications, and tutorials.
- Software drivers and the latest support alerts.
- Frequently Asked Questions and repair support.

Other Links

My Memory Center

My Memory Center™ provides the security of knowing your data is securely backed up.

- Transfer data securely to a password-protected online account.
- Automatically backup data whenever your computer is idle.
- Access your data 24/7 from any computer.

The My Memory Center™ service is not available in all countries or areas. Certain restrictions may apply. Visit your Sony Support Web site for your country or area to check availability.

Backstage

Backstage™ brings expert, in-person assistance directly from a Sony-qualified technician at selected Sony Style stores.

- Work one-on-one with a Sony expert to resolve your computer's issues.
- Get personalized help to setup, protect, learn, enhance, or repair your VAIO.

The Backstage™ service is available only in the U.S. and is not available at all Sony Style stores. Visit www.sonystyle.com/backstage for the Backstage location in your area.

Register your VAIO PC

It takes a few moments to register all of your new Sony® products. Registration is voluntary and does not affect your limited warranty rights.

Registration Benefits

- Notification of performance issues and software updates.
- Creation of ownership records in case of loss or theft.

Registration Outside the U.S.A

To register Sony products purchased in other countries and view the applicable privacy statement:

[Canada \(Français\)](#)

[Privacy Statement](#)

[Brazil](#)

[Privacy Statement](#)

[Latin America](#)

[Privacy Statement](#)

Sony respects and protects your privacy by keeping your registration information secure. You can view Sony's privacy statement by clicking on the privacy link for your country of purchase.