

SONY®

***VAIO® Computer
Quick Start***

PCV-RS300 Series

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	As an ENERGY STAR® Partner, Sony Corporation has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.
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Owner's Record

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

Model Number:	
Serial Number:	

Safety Information and Caution

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

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

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



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



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



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



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



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



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

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



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



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



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



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



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



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

Regulatory Information

Declaration of Conformity

Trade Name:	SONY
Model No.:	PCV-2220 PCV-2222
Responsible Party:	Sony Electronics Inc.
Address:	680 Kinderkamack Rd Oradell, NJ 07649
Telephone:	201-930-6972

This phone number is for FCC-related matters only.

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

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

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

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

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

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

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

FCC Part 68

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

This modem uses the USOC RJ-11 telephone jack.

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

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

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

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

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

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

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

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

Please use a surge arrestor against electrical surges.

Telephone Consumer Protection Act of 1991 (United States)

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

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

Telephone Consumer Guidelines (Canada)

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

CRTC
Terrasses de la Chaudière
Tour centrale 1 promenade du Portage
5 étage Hull PQ K1A 0N2.

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

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

Disposal of Lithium Battery

You can return your unwanted lithium batteries to your nearest Sony Service Center or Factory Service Center. For the location of the Sony Service Center nearest you, visit the Sony Computing Support Web site at <http://www.sony.com/pcsupport>.

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



Do not handle damaged or leaking lithium batteries.

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



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

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



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

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

Industry Canada Notice

This equipment meets the applicable Industry Canada technical specifications.

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

Avis de L'Industrie Canada

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

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

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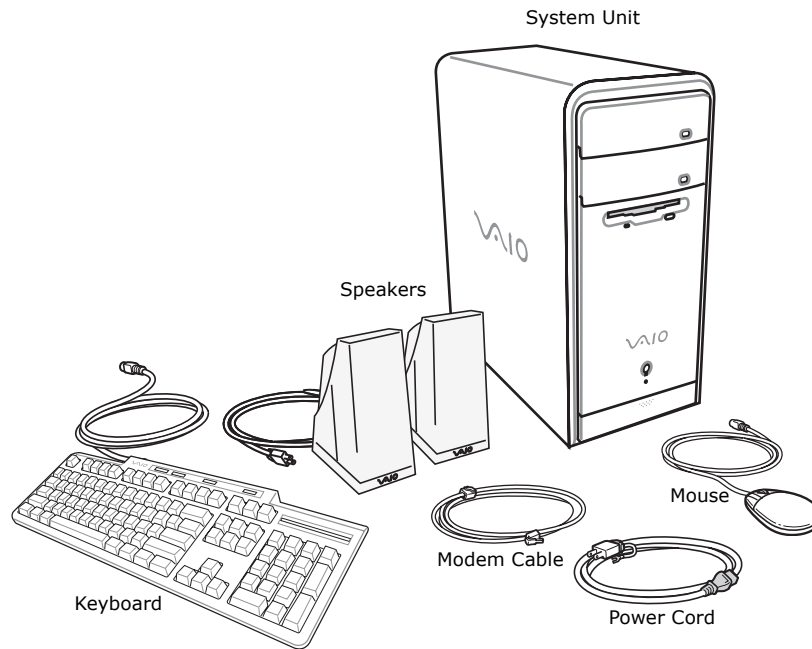
GETTING STARTED

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

Unpacking Your Computer

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

Computer and supplied accessories
(See the online specifications sheet for details about supplied accessories.)




Manuals

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

Hard Disk Drive Recovery

Your computer is equipped with a utility program that enables you to recover your computer's operating system and preinstalled software. For more information about hard disk drive recovery:

 Your VAIO® computer is not supplied with System or Application Recovery CDs. Use the VAIO Recovery utility to recover your computer's operating system and preinstalled software.

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

Other

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

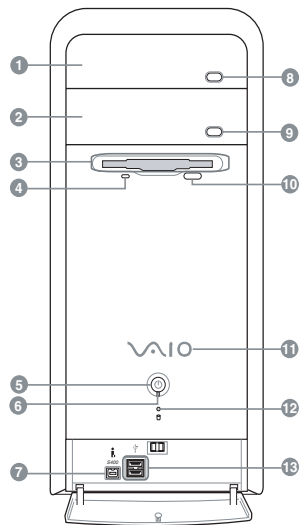
Locating Controls And Ports

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

About the Front Panel


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

Front panel



-
- 1 Optical drive 1**
See the online specifications sheet for optical drive information.
-
- 2 Optical drive 2**
See the online specifications sheet for optical drive information.
-
- 3 Floppy disk drive**
Reads and writes data from and to a 3.5-inch floppy disk.
-
- 4 Floppy disk drive access indicator**
Light is green while reading and writing data from and to a floppy disk.
-
- 5 Power button**
The power button turns the computer on/off.
-

-
- | | |
|-----------|---|
| 6 | Standby indicator
Light is amber when the computer is in Stand by mode. |
| 7 | i.LINK 4-pin S400 port (IEEE 1394)
Connection for a compatible digital device. |
| 8 | Optical drive 1 eject button
Ejects a disc from Optical drive 1. |
| 9 | Optical drive 2 eject button
Ejects a disc from Optical drive 2. |
| 10 | Floppy disk eject button
Ejects a floppy disk. |
| 11 | Power indicator (VAIO)
Light is blue when the computer is on. The light turns off when the computer is in Standby mode or turned off. |
| 12 | Hard disk drive and optical disc drive access indicator
Light is amber while reading and writing data. |
| 13 | Universal Serial Bus (USB 2.0) ports (2)
Connections for compatible high/full/low-speed USB devices. |
-

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


Additional information

Your computer is equipped with two optical disc drives that have a drive eject button on the drive door.

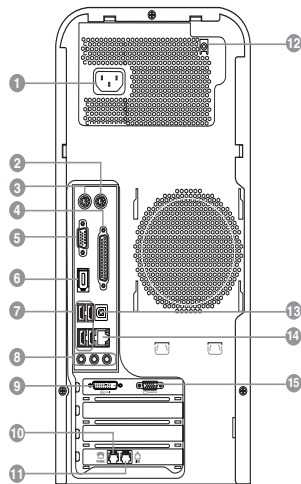
- After pushing the eject button, wait for the drive to stop reading the CD. It may take a few moments for the drive tray to eject.
- Gently push the drive tray in, when closing the optical drive door. Do not force the door or handle roughly.
- After closing the drive door, wait a few moments for the drive to begin reading the CD.

About the Back Panel

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

 Your system may vary based on the configuration you purchased.

Back panel (PCV-RS320 series model)




1 AC Input port
Connection for the supplied power cord.

2 Mouse port
Connection for a PS/2® mouse.

3 Keyboard port
Connection for a PS/2® keyboard.

4 Printer port
Connection for a parallel device, such as a printer or scanner.

5 Monitor port*
Connection for a standard display.

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

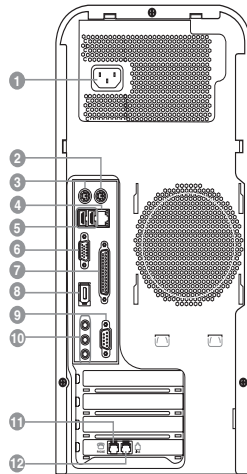
* On some models, this monitor port may have a cover and is not available for use.


[†] A DVI monitor port is available on selected models only.

[‡] The speaker DC out jack is used to provide power to audio stereo speakers. Audio stereo speakers which require a speaker power cable may be purchased separately.


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

Back Panel (PCV-RS310 series model)



-
- 1 AC Input port**
Connection for the supplied power cord.
-
- 2 Mouse port**
Connection for a PS/2® mouse.
-
- 3 Keyboard port**
Connection for a PS/2® keyboard.
-
- 4 Ethernet port**
Connection for a 10BASE-T/100BASE-TX Ethernet interface. (The port marked with  (Network) is for LAN connections only.)
-
- 5 Universal Serial Bus (USB 2.0) ports (2)**
Connections for compatible high/full/low-speed USB devices.
-

-
- 6 Monitor port**
Connection for a display.
-
- 7 Printer port**
Connection for a parallel device, such as a printer or scanner.
-
- 8 i.LINK 6-pin S400 port (IEEE 1394)**
Connection for a compatible digital device.
-
- 9 Serial port**
Connection for a compatible serial device, such as a digital still camera.
-
- 10 Headphones jack**
Connection for the supplied speakers or optional headphones.
Line In jack
Connection for an audio device.
Microphone jack
Connection for a microphone (optional).
-
- 11 Telephone jack**
Connection for a telephone cable (optional) to the computer.
-
- 12 Modem line jack**
Connection for the modem cable to the wall jack.
-

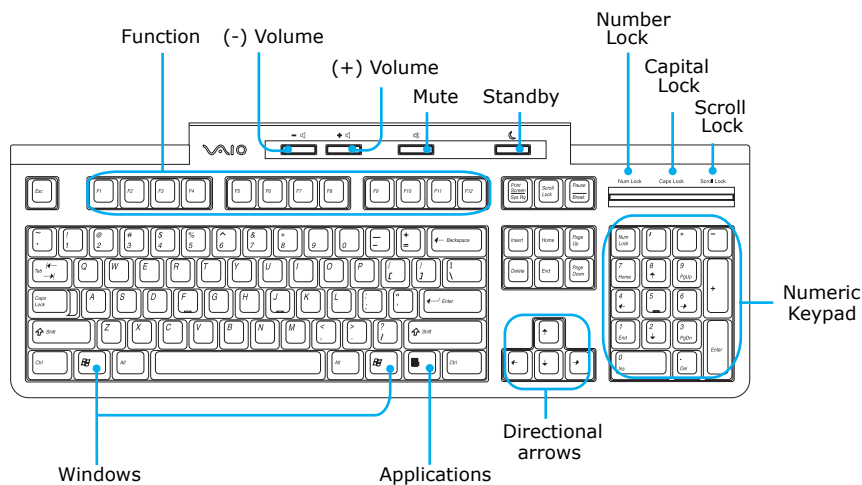
 i.LINK is a trademark of Sony used only to designate that a product contains an IEEE 1394 connection. The i.LINK connection may vary, depending on the software applications, operating system, and compatible i.LINK devices. All products with an i.LINK connection may not communicate with each other.

Please refer to the documentation that came with your compatible i.LINK device for information on operating conditions and proper connection. Before connecting compatible i.LINK devices to your system, such as an optical or hard disk drive, confirm their operating system compatibility and required operating conditions.




About the Keyboard

Your VAIO® keyboard uses a standard key arrangement with additional keys that perform specific functions.

VAIO Keyboard



KEY	DESCRIPTION
Function	The 12 function keys along the top of the keyboard are used to perform certain tasks. The task associated with each function key may vary from one application to the next.
Volume Control - 🔊 + 🔊	Press a button to increase (+) or decrease (-) the volume of the speakers.
Mute 🔇	Press the button to turn off the volume of the speaker. Press the Mute button again to restore sound.

KEY	DESCRIPTION
Standby 	Press the button to place the computer in Standby mode. Press the Power button or any key briefly, to resume normal operation.
Numeric keypad	Use the numeric keypad area to type numbers or to perform basic math calculations. Press the Num Lock key to activate the numeric keypad. (The Num Lock indicator lights.) Press the Num Lock key again to deactivate the numeric keypad.
Directional Arrows	The Up, Down, Left, and Right arrow keys move the pointer on the screen.
Applications 	The Applications key displays a shortcut menu in certain software applications. Pressing this key is equivalent to clicking the right mouse button.
Windows 	The key with the Microsoft® Windows® logo, displays the Start menu. Pressing this key is equivalent to clicking Start on the taskbar.
INDICATORS	FUNCTION
Num Lock	The Num Lock indicator lights when the numeric keypad is activated. When the indicator is off, the directional arrow and correction keys on the numeric keypad area are active.
Caps Lock	The Caps Lock indicator lights up to advise you that the keyboard is set to type letters in uppercase. When the indicator is off, the letters appear in lower case as you type.
Scroll Lock	The Scroll Lock indicator lights up to advise you that your screen's scrolling pattern has changed. When the indicator is off, the screen scrolls normally. This function is not available with all software applications.

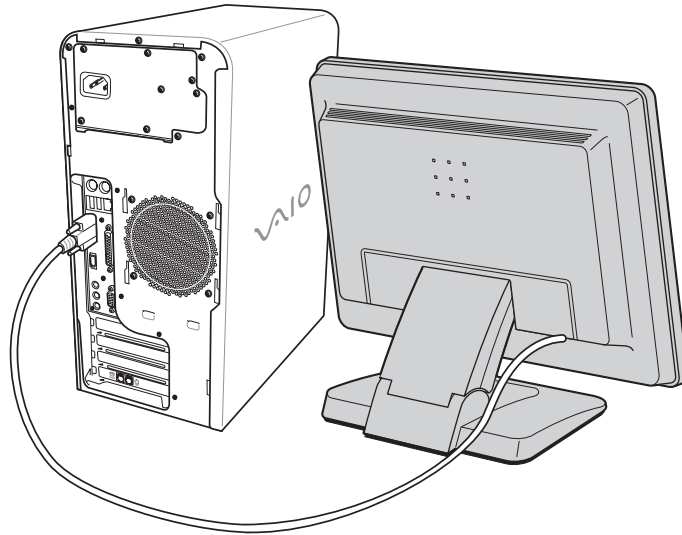
Setting Up Your Computer


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

Connecting a Display (Monitor)

Plug the display's cable into the monitor port. If necessary, plug the display's cable into the back of the display.

To connect a display (PCV-RS310 series model)



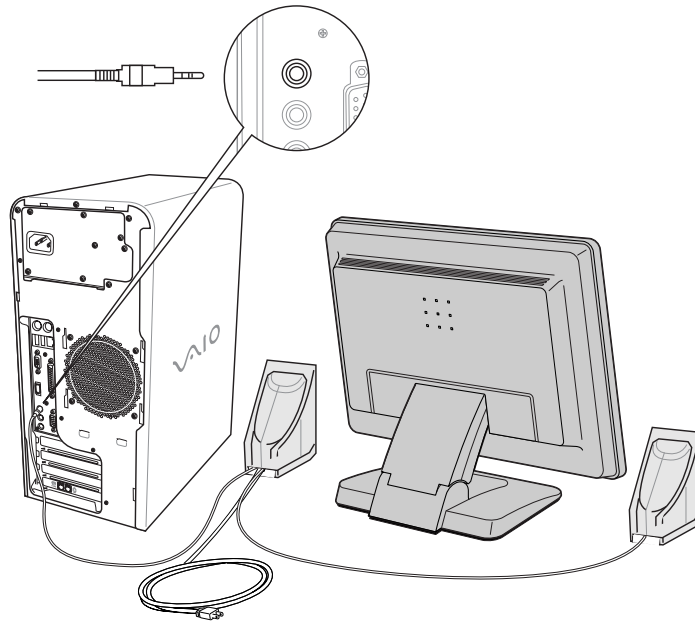
 Install your equipment so that you can easily reach the power outlet in the event of an emergency.

Connecting the Speakers

The right and left speakers are attached. The right speaker has a speaker wire that ends in a jack connector and an AC power cord that supplies power to both speakers.

- 1 From the right speaker, plug the jack connector into the Headphones jack located on the back panel of your computer.
- 2 From the right speaker, insert the AC adapter plug into a grounded AC wall outlet or surge suppressor.

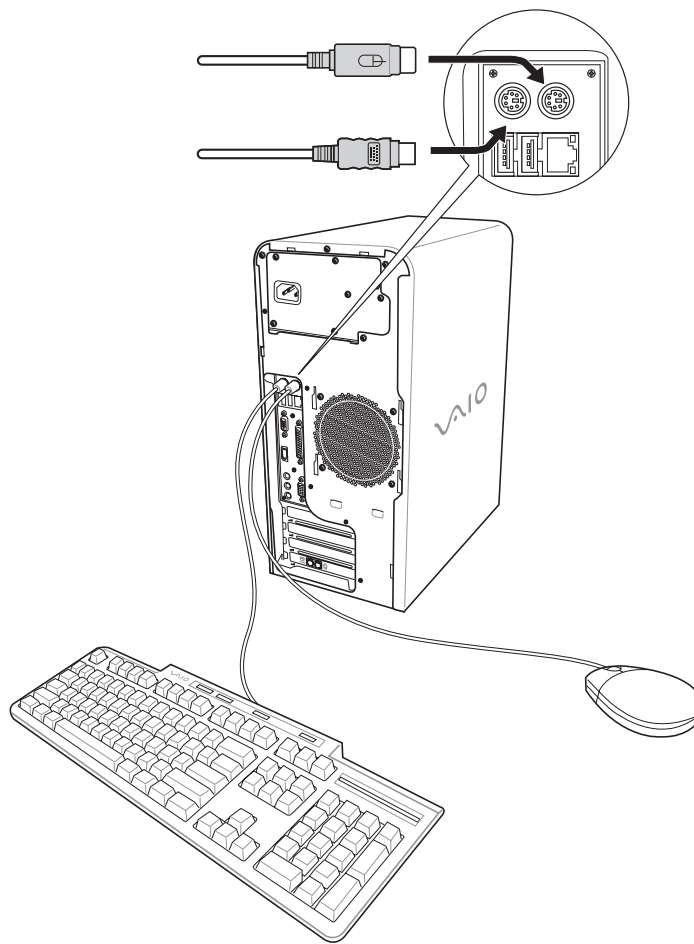
To connect the speakers (PCV-RS310 series model)



Connecting the Keyboard and Mouse

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

To connect the keyboard and mouse (PCV-RS310 series model)



To use an optical mouse

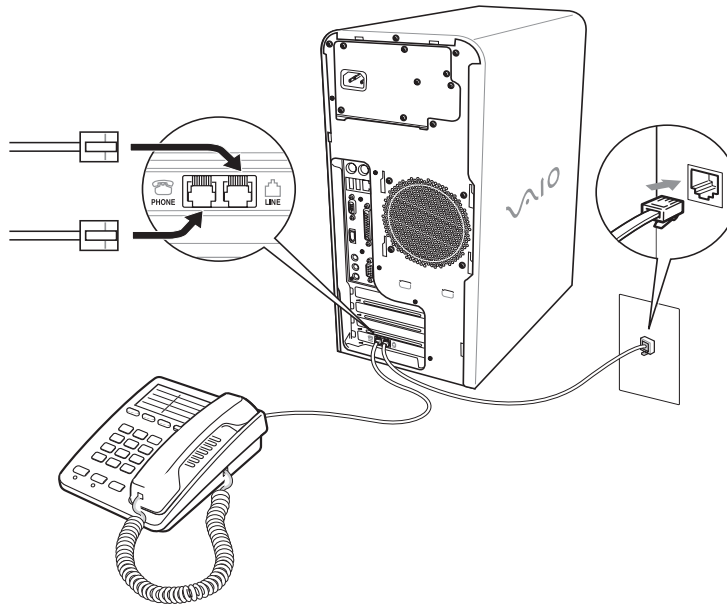
An optical mouse requires an ideal surface texture in order to provide precision pointing and tracking.


- ❑ Use surfaces such as plain paper, card stock, or fabric that have minimal repetitive patterning.
- ❑ Avoid surfaces such as mirrors, smooth glass, or magazines that have half-tone printing.

Connecting the Telephone and Modem Cables

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

To connect the telephone and modem cables (PCV-RS310 series model)

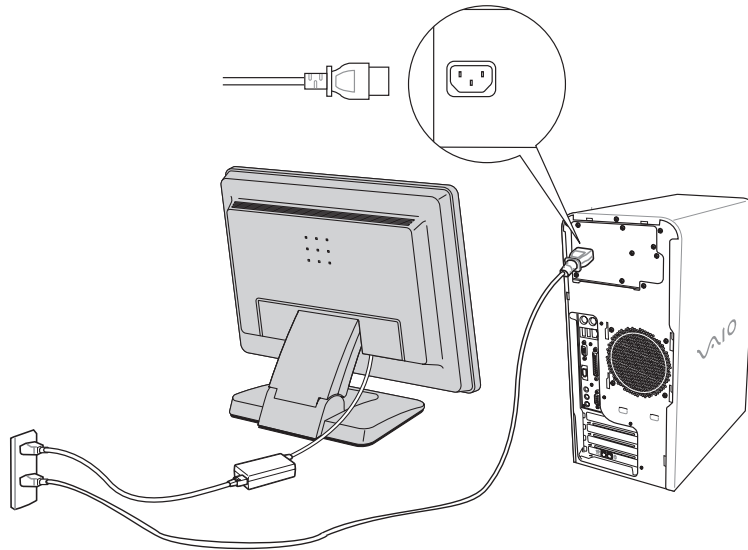


Your computer has a protective sticker  covering the Ethernet port located on the rear panel. Connect only 10BASE-T and 100BASE-TX cables to the Ethernet port. Using other cables or a telephone cable may result in an electric current overload that can cause a malfunction, excessive heat, or fire in the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

Connecting the Power Cords

- 1 Plug the power cord connector into the AC Input port, located on the back panel of the computer.
- 2 Plug both the display and computer power cords into a grounded AC wall outlet or a power strip.

To connect the power cords (PCV-RS310 series model)

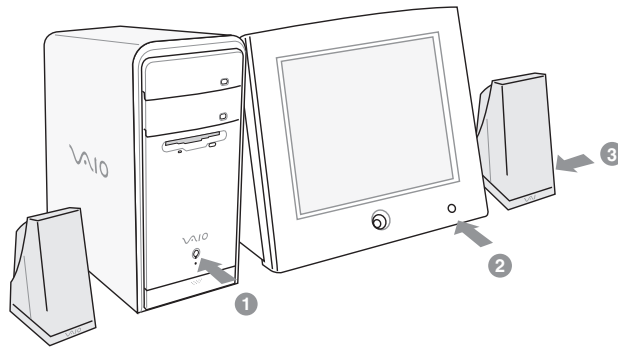


Turning On Your Computer

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

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


To turn on your computer



Registering your Computer

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

- ❑ **Sony Customer Support** — Communicate with a Support Representative to troubleshoot problems you may be having with your computer.
- ❑ **Limited warranty** — Protect your investment. See the Limited 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.

Turning Off your Computer

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




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

To turn off your computer

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


The Turn Off Computer dialog box appears.

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

 Respond to any prompts about saving your documents.

- 3 Wait for your computer to turn off automatically—the power indicator light turns off.

- 4 Turn off any peripheral devices connected to your computer.

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

About the power button

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

Troubleshooting

This section describes how to troubleshoot common problems. Your computer may not be equipped with all of the features in this section, depending on the system configuration purchased.

My computer does not start.

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

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

Why did my computer or software stop responding?

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

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

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

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

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

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



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

VAIO Recovery Options

The VAIO® Recovery Wizard enables you to recover preinstalled software programs and the operating system on your computer. You can also use this utility to create a Recovery Media Kit. The Recovery Media Kit enables you to reclaim hard drive space and return your computer to normal operation.

 This program repairs or replaces software. For any hardware problems, contact a Sony authorized repair facility.

About Recovery Options

You have several options when recovering software or your computer's operating system.



When you recover drive C, drive D, or perform a complete recovery, the VAIO Recovery Wizard deletes and replaces all the files on the selected drives.

Sony recommends backing up your personal data to storage media or to another computer before proceeding with system recovery

Accessing the VAIO Recovery Wizard

You can start the VAIO Recovery Wizard utility from the Microsoft® Windows® XP Start menu, from the Recovery Media Kit, or from using the F10 key* on notebook computers. Depending on how you access the VAIO Recovery Wizard, you have different system and software recovery options.

System and software recovery options

Create the Recovery Media Kit

You can create a Recovery Media Kit, consisting of CDs and DVDs, which enable you to recover your computer at a later date if the software stops working properly. You can start the VAIO Recovery Wizard from the Windows XP Start menu, and create a Recovery Media Kit.

Windows® System Restore

Return your computer's operating system to a previous working state by performing a System Restore. You can access this recovery option by starting the VAIO Recovery Wizard, or by using the Windows XP System Restore Wizard.


Recover drive C

Returns the drive C to its original factory-installed settings. All previous data and settings on drive C are deleted. You can preserve data on other partitions, such as drive D. To recover drive C, access the VAIO Recovery Wizard from the Windows XP Start menu, the Recovery Media Kit, or by using the F10 key on notebook computers.

* This feature is available for VAIO® notebook computers only.

❑ **Recover drives C and D**

Return drives C and D to their original factory-installed settings. With this option, you lose all data and settings on both drives. To recover drives C and D, start the VAIO Recovery Wizard from the Windows XP Start menu, the Recovery Media Kit, or by using the F10 key on notebook computers.

 Recovering drives C and D with the Recovery Media Kit is the only way to restore the hidden recovery drive.

❑ **Recover software programs**

Recover specific factory-installed software including the BIOS, drivers, and utilities. To recover the original software programs, start the VAIO Recovery Wizard from the Windows XP Start menu or from the Recovery Media Kit. You can access this option by using **Disc 1** from your Recovery Media Kit.

❑ **Perform a complete hard disk drive recovery**

Completely recover your computer's hard disk drive. This option recovers drives C and D, and the hidden recovery drive. To perform a complete hard disk drive recovery, start the VAIO Recovery Wizard from your Recovery Media Kit.

About the Recovery Media Kit

The Recovery Media Kit is created using your own CDs and/or DVDs. You can create the Recovery Media Kit, or purchase it from Sony.

Recovery Media Kit overview

Confirm that you have sufficient CD and/or DVD recordable media available before you begin creating the Recovery Media Kit. You should also have a permanent marking pen ready, to label each CD and/or DVD media. You can create your kit using a single type of media or by combining media types^{*}, as follows:

- One recordable CD (CD-R) and up to two recordable DVDs (DVD-R or DVD+R)
(Your VAIO® computer must be equipped with a DVD-RW[†] or DVD±RW drive.)
- Up to 12 recordable CDs (CD-R)
(Your VAIO computer must be equipped with a CD-RW drive.)

Before you begin creating the Recovery Media Kit, prepare your computer for the process, as follows:

- Close all open software.
- Disconnect all network connections.
- Disconnect all peripheral devices.
- Do not interrupt the power.
- Disable any virus protection utility.
- Disable your screen saver.

^{*} The number of CDs and DVDs actually required to create a Recovery Media Kit may vary, depending on the computer purchased.

[†] A DVD-RW drive supports DVD-R media only.


Creating the Recovery Media Kit

The Recovery Media Kit can be used to start the VAIO Recovery Wizard, in the event your system is unable to start normally. You can reclaim the portion of your hard drive that is allocated to system recovery using the Recovery Media Kit.

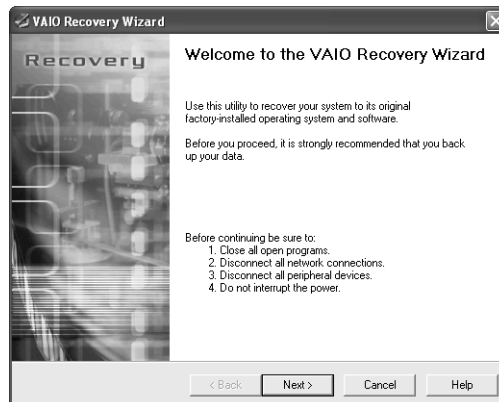
To create the Recovery Media Kit

- 1 Click **Start** in the Windows® taskbar, point to **All Programs**, and then click the **VAIO® Recovery Wizard**.

The VAIO Recovery Wizard appears.

 You can start the VAIO Recovery Wizard by double-clicking the VAIO Recovery Wizard icon in the Windows taskbar notification area.

The VAIO Recovery Wizard




- 2 Read the on-screen information. Click **Next**.

- 3 Select **Create Recovery Media Kit (Strongly Recommended)**, and click **Next**.

VAIO Recovery Wizard — Media and Recovery Options



- 4 Select the Recovery Media Kit that you want to create.
You can create your kit using a single type of media or by combining media types, as follows:
 - One recordable CD (CD-R) and up to two recordable DVDs (DVD-R or DVD+R)
(Your VAIO® computer must be equipped with a DVD-RW* or DVD±RW drive.)
 - Up to 12 recordable CDs (CD-R)
(Your VAIO computer must be equipped with a CD-RW drive.)
- 5 Click **Next**. Your computer's optical drive tray opens automatically.
- 6 Insert a blank disc into the drive and close the drive. Click **Next**.
The CD creation process begins. A window with a progress bar appears.


 The time required to create each CD or DVD may vary, depending on your optical drive's recording speed.

* A DVD-RW drive supports DVD-R media only.

- 7 When prompted, eject the disc. Label the top of the disc with a permanent marker according to the on-screen instructions.
- 8 Repeat step 6 through step 7 for each CD or DVD.
- 9 When the text, **The Recovery Media Kit is complete** appears, click **OK**.
- 10 Click **Finish**. Store the Recovery Media Kit in a safe location.

To order the Recovery Media Kit

- 1 Go to the Sony Direct Accessories and Parts Center Web site at <http://servicesales.sel.sony.com>.
- 2 Enter your computer's model number (for example, PCV-XXX), and click **List Parts and accessories**.
- 3 Follow the online instructions to order the Recovery Media Kit.

 If you are not able to access the Sony Direct Accessories and Parts Center Web site, contact a customer service representative at 1-800-488-7669.


Using the VAIO Recovery Wizard

The VAIO® Recovery Wizard provides recovery options for your computer. You can access this tool from Windows® XP Start menu, your Recovery Media Kit, or by pressing the F10 key* on your notebook computer.

Starting the VAIO Recovery Wizard

To access the VAIO Recovery Wizard from Windows XP

- 1 Click **Start** in the Windows® taskbar, point to **All Programs**, and click **VAIO Recovery Wizard**.

 Using the VAIO Recovery Wizard may require you to restart your computer, even if you cancel and exit the wizard.

- 2 From the **Welcome** window, click **Next**.
- 3 Choose one of the available menu options.

To access the VAIO Recovery Wizard from the Recovery Media Kit

- 1 Press the power switch on the computer to turn on the power.
- 2 Open the optical drive, and place the **Startup Recovery Disc** in the optical drive.
- 3 Close the drive and turn off your computer.
- 4 Wait for approximately 30 seconds, and then turn on the computer.
- 5 When prompted, insert the **Recovery Disk 1** into the optical drive, and then click **OK**.

The VAIO Recovery Wizard appears.

- 6 Click **Next**.
- 7 Choose one of the available menu options.

* This feature is available for VAIO® notebook computers only.

To start the VAIO Recovery Wizard using the F10 Key (for notebook computers only)

- 1 Turn off your notebook computer.
- 2 Press the power switch on the computer to turn on the power.
- 3 When you see the VAIO logo appear on the computer's screen, briefly press the **F10** key.
- 4 Click **Next**.
- 5 Choose one of the available menu options.

Using the VAIO Recovery Wizard

To use Windows System Restore from the VAIO Recovery Wizard

- 1 Start the VAIO® Recovery Wizard, and click **Next**.
- 2 Select **Proceed with System Recovery**, and click **Next**.
The **Recovery Options** window appears.
- 3 Select **Windows® System Restore**, and click **Next**.
- 4 Follow the on-screen instructions.

VAIO Recovery Wizard — Recovery Options



To recover drive C

- 1 Start the VAIO Recovery Wizard, and click **Next**.
- 2 Select **Proceed with System Recovery**, and click **Next**.
The **Recovery Options** window appears.
(If using the Recovery Media Kit, skip step 2.)
- 3 Select **C Drive Recovery**, and click **Next**.
- 4 Read the on-screen information. Click **Next**.
- 5 The wizard begins the drive C recovery. When it is finished, click **Next**.
- 6 Click **Finish**. Your computer restarts.

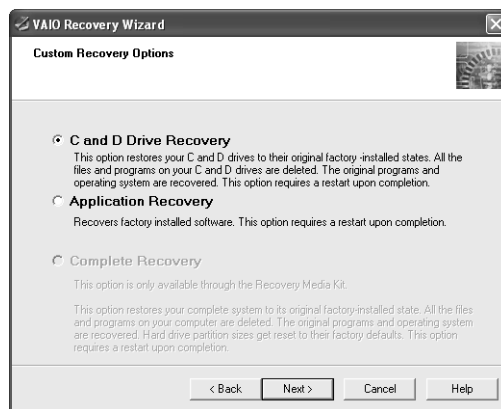
To recover drives C and D (and reclaim all space on the hard disk drive)

- 1 Start the VAIO® Recovery Wizard, and click **Next**.
- 2 Select **Proceed with System Recovery**, and click **Next**.
The **Recovery Options** window appears.
(If you are using the Recovery Media Kit, skip step 2.)
- 3 Select **Custom Recovery (for Advanced Users)**, and click **Next**.
The **Custom Recovery Options** window appears.
- 4 Select **C and D Drive Recovery**, and click **Next**.

If you are using the Recovery Media Kit, you have two choices for this recovery option:

- Keep the Recovery Drive (Recommended)**
- Remove the Recovery Drive.**

VAIO Recovery Wizard — Custom Recovery Options




- 5 Choose the size of drive C. Any remaining disk space is allocated to drive D (minus the space allocated for the recovery drive). Click **Next**.

 Computers that come equipped with Giga Pocket software do not allow you to set the drive D to zero.

- 6 The wizard starts the recovery process. When it is finished, click **Next**.
- 7 Click **Finish**, and the computer restarts.

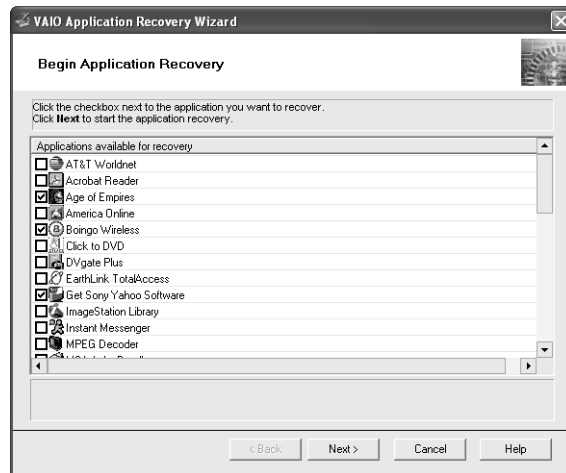
To recover software applications

- 1 Start the VAIO® Recovery Wizard, and click **Next**.
- 2 Select **Proceed with System Recovery**, and click **Next**.
The **Recovery Options** window appears.
(If you are using the Recovery Media Kit, skip step 2.)
- 3 Select **Custom Recovery (for Advanced Users)**, and click **Next**.
The **Custom Recovery Options** window appears.

 When you select the Application Recovery option, you cannot return to the system recovery portion of the VAIO® Recovery Wizard without restarting your computer.

- 4 Select **Application Recovery**, and click **Next**.
The **Begin Application Recovery** window appears.

VAIO Application Recovery Wizard — Begin Application Recovery




- 5 Click to select the check box for each software program you want to recover. Click **Next**.
You may need to use the scrollbar to view all available software programs.

- 6 As your computer prepares to install each application, a status indicator appears. You may see installation wizards, messages, and prompts. Follow the instructions provided in each wizard, and respond to each prompt or message.

When the selected software has been recovered, the **Application Recovery Complete** window appears.

- 7 If you want to recover additional software, click **Back**. The **Application Recovery** window appears with a listing of the available software titles.
- 8 Click **Finish**. Your computer restarts.

 If the recovered software does not function properly or you see an installation error message, try recovering the software again.

To perform a complete hard disk drive recovery

You must use the Recovery Media Kit to perform a complete hard disk drive recovery.

- 1 Press the power switch on the computer to turn on the power.
- 2 Open the optical drive, and place the **Startup Recovery Disc** in the optical drive.
- 3 Close the drive.
- 4 Turn off your computer.
- 5 Wait for approximately 30 seconds, and then turn on the computer.
- 6 When prompted, insert the **Recovery Disk 1** into the optical drive, and then click **OK**.

The VAI0 Recovery Wizard appears.

- 7 Click **Next**.
- 8 Select **Custom Recovery (for Advanced Users)**, and click **Next**.
- 9 Select **Complete Recovery**, and click **Next**.

- 10 You may see installation wizards, messages, and prompts. Follow the instructions provided in each wizard, and respond to each prompt or message. Your computer may restart.
- 11 When the optical drive ejects, remove the disc. Close the drive, and click **Next**. Your computer may restart several times.

Additional Information

- Certain software, such as DVgate™ Plus software, automatically saves data to drive D. If you choose not to have a drive D partition, you must change the software settings to enable file saving to drive C.
- Resizing your hard disk drive partitions can result in the loss of the VAIO® Recovery Wizard.
- Giga Pocket™ software requires a drive D in order to operate. For VAIO® computers with Giga Pocket software preinstalled, you cannot set the drive D size to zero.

Support Options

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

Immediate Help and Support

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

Your computer is supplied with these support options:


- ❑ **VAIO® Computer Quick Start** — The Quick Start contains information on how to set up your computer quickly and easily. You can find instructions on how to plan an ergonomic work space, connect power cords, cables and peripheral devices, and register your computer with Sony.
- ❑ **VAIO® Computer User Guide** — The online User Guide provides information about configuring, maintaining, upgrading, and troubleshooting your computer. To access the online manual:
 - 1 Click **Start** in the Windows® taskbar, then click **Help and Support**.
 - 2 From the **VAIO Help and Support Center** menu, click **VAIO User Guide**.
- ❑ **Specifications** — The online specifications sheet describes the hardware and software configuration of your VAIO computer. To view this online information:
 - 1 Click **Start** in the Windows taskbar and click **Help and Support**.
 - 2 From the **VAIO Help and Support Center** menu, click **VAIO User Guide**.
 - 3 Locate the link in the text, “View the [VAIO® Computer Specifications...](#)”
- ❑ **Preinstalled software Help files** — Each preinstalled software provides online Help within the software. In these Help files, you can find tutorials that teach you to use the software and locate troubleshooting support. To access software Help files:
 - 1 Click **Start** in the Windows taskbar and point to **All Programs**. A submenu appears, listing all software applications. (Sony software Help can be located from the submenu.)
 - 2 Click the desired software application. The software’s main window appears.
 - 3 From the menu bar, click **Help**. The Help window appears.

Help and Support Resources

If the information provided with your VAIO® computer does not provide an immediate solution or you would like to get direct support, try these help and support resources.

Software Help and Support

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

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

Sony Computing Support Web site

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

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

Sony Customer Information Services Center

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

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

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

Example: 

- 4 Operating system
- 5 Hardware feature or software application that has a problem. (See “Help and Support Resources” for the appropriate software contact information.)
- 6 Brief description of the issue.

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

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

