VAIO

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IMPORTANT INFORMATION

The following information describes how to keep your computer operating smoothly, how to protect it from potential threats, and how to recover your hard disk drive if it should become corrupted or erased. Be sure to read the following information to ensure an enjoyable computing experience.

❑ Recovering Your Hard Disk Drive

❑ Keeping Your Computer System Secure and Up to Date

❑ Working with Double Layer DVD+R Media

❑ Writing Premiere Projects to DVD Media

Recovering Your Hard Disk Drive

This section provides information about restoring individual software programs, software drivers, drive partition(s), or the hard disk drive to the original factory settings.

Activities That Can Affect Your Computer's Performance

Adding and removing software, or creating, changing, and deleting data.
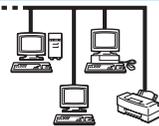
Attaching devices like printers, network systems, and installing related drivers.

Downloading content from the Internet.

Any of these changes to your system can create problems

The operating system or software programs may stop responding.

Printers or other attached peripheral equipment may stop working properly.

A destructive virus or malicious code may be downloaded from the Internet.

It can be difficult to troubleshoot or to decide on the best repair solution. If you are experiencing problems that affect your computer's performance, consider performing a recovery.

✍ Your VAIO computer uses the VAIO Recovery Wizard, a fast and easy-to-use recovery utility program, to recover the operating system, preinstalled software and drivers. You can use the VAIO Recovery Wizard to create a VAIO Recovery Media Kit. System and Application Recovery CDs are not supplied.

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About the VAIO Recovery Media Kit

When you create a VAIO® Recovery Media Kit, it ensures that you are able to recover your operating system and preinstalled software, even if the computer's operating system is not working.

Before Creating a VAIO Recovery Media Kit

Make a backup of your computer's data. Recovering your hard disk drive can eliminate all existing files.

Purchase the recordable CDs or DVDs required to create the recovery media kit.

Read all instructions and allow plenty of time to perform the desired recovery option. A complete hard disk recovery can take one to two hours.

NOTE: Create the recovery media kit before resizing or creating partitions on your hard disk drive with your own software program.

You can also order a VAIO Recovery Media Kit by visiting **http://ciscdb.sel.sony.com/info/recovery.html** or by contacting a Sony customer service representative at 1-800-488-7669. (Canadian customers can call 1-877-779-9929.)

About CD and DVD media

The number of recordable CDs or DVDs required to create a VAIO Recovery Media Kit varies, depending on computer model purchased. Your computer must be equipped with a recordable optical drive, such as a CD-RW, DVD-RW, or DVD±RW drive.

You can create a recovery media kit using:

❏ CD-R media

❏ Single layer DVD+R or DVD-R media

You cannot create a recovery media using:

❏ CD-RW media

❏ DVD+RW media

❏ DVD-RW media

❏ Double layer DVD+R or DVD-R media

VAIO Recovery Options

A recovery can be performed for:

❑ An individual software program

❑ A device or software driver

❑ A drive C volume

❑ A complete hard disk drive recovery

✍ Before performing a restore or recovery operation, go to the Sony online support Web site at **http://www.sony.com/pcsupport** and check your model-specific support page. Look for software and driver updates, or check for knowledge base solutions that may help you solve your computer's issue.

Locating Information and Instructions

For detailed instructions to guide you through all recovery options:

1   Click **Start** in the Windows® taskbar, then click **Help and Support**.

2   From the **VAIO Help and Support Center**, click **VAIO Recovery Options**.

From the VAIO Help and Support Center (Detail)

Pick a Help topic
- VAIO User Guide · Series
- VAIO User Guide · Series
- VAIO Recovery Options

You can also find information and instructions in the VAIO Recovery Wizard utility program.

You can access the VAIO Recovery Wizard:

❑ Using the F10 key on the computer's keyboard.

❑ From the VAIO Recovery Media Kit.

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Microsoft® Windows® System Restore

Use restore points to recover without losing e-mail, documents, or your Internet history.

This option may be a good choice when:

Your computer is not currently functioning well, but did work properly in the recent past.

A recently installed software program does not work properly or causes conflict with other installed software programs.

A virus corrupts your computer's operating system.

Spyware, adware, browser hijackers, or intrusive Internet cookies slow down or disrupt your Internet browsing.

Using Windows System Restore may eliminate your custom settings, system configuration, or updates like recent software program installation. This option may not solve the problem, if the issue is severe.

For more information about this option, see the section, "Locating Information and Instructions."

Application Recovery

Recover single or multiple preinstalled software programs.
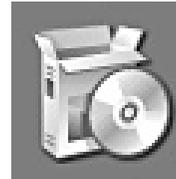
This option may be a good choice when:

One or more factory-installed software programs are not working properly.

One or more device drivers do not permit your computer to communicate properly with certain peripheral equipment, such as a printer, mouse, or keyboard.

A software program that was preinstalled on your computer has been deleted and you want to restore it for use.

Application Recovery may eliminate custom software settings or configurations, such as passwords, login information, or installation codes. The recovered software programs may not include patches or other software repairs that are available in later versions. This option may not resolve severe issues.

For more information about this option, see the section, "Locating Information and Instructions."

Drive C Partition Recovery

Restore only Drive C to the original, factory-installed settings

This option may be a good choice when:

Your hard drive has two or more partitions and the problem resides in a single partition (Drive C).

You want to restore Drive C back to its original, factory-installed settings.

You want to try a recovery option that will not take a long time to complete.

You do not have a VAIO® Recovery Media Kit.

Drive C partition recovery deletes all of your data, such as custom settings, recent software installations or upgrades, passwords or other login information, and e-mail. (Remember to back up data to external media before performing this recovery option.)

For more information about this option, see the section, "Locating Information and Instructions."

Complete Hard Disk Drive Recovery

Restore your entire hard disk drive to the original, factory-installed settings.

This option may be a good choice when:

Your computer stops working and all other attempts to troubleshoot or repair the problem do not work.

You want to eliminate a destructive virus or malicious code that has corrupted your computer.

You want a reliable recovery method that completely restores your computer's operating system and preinstalled software programs to the original, factory-installed settings.

A complete hard disk drive recovery requires a VAIO Recovery Media Kit and can take one to two hours to complete. This option deletes all of your data, such as custom settings, recent software installations or upgrades, passwords or other login information, and e-mail. (Remember to back up data to external media before performing this recovery option.)

For more information about this option, see the section, "Locating Information and Instructions."

Keeping Your Computer System Secure and Up to Date

For information describing how to protect your computer and keep your system and antivirus software up to date, refer to the system security topic in the troubleshooting section of your VAIO® Computer User Guide.

To view the system security topic in the troubleshooting section of your VAIO Computer User Guide

1   Click **Start** on the Windows taskbar, and click **Help and Support.**

    The Help and Support Center appears.

2   Select your user guide from the list on the left side of the Help and Support Center window.

3   Select **Troubleshooting** on the VAIO User Guide menu on the left side of the window.

4   Select **About System Security** (or **System Security**, on some models).

Working with Double Layer DVD+R Media

Your computer may be supplied with a DVD±RW drive that supports double layer DVD+R media for some uses. When using double layer DVD+R media with the supplied Click to DVD™ software[*], you can create DVDs containing up to 4 hours of video. Double layer DVD+R media is not supported for the creation of a VAIO Recovery Media Kit. Double layer DVD-R media (when it becomes available) is not supported.

For more information about the use of double layer DVD+R media, visit the Sony Computing Support Web site at **http://www.sony.com/pcsupport**.

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*   Click to DVD software is preinstalled on selected models only.

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Writing Premiere Projects to DVD Media

Your computer does not support writing video files to DVD media using Adobe® Premiere® software[*]. Use the preinstalled Click to DVD™ software[†] instead.

Follow these steps:

1   Click **Start**, point to **All Programs**, and click **Adobe Premiere Pro** (or **Adobe Premiere Standard**, on some models).
    The **Adobe Premiere** main window appears.

2   Open an existing project.

3   From the Premiere **Project** window, click to select the video sequence you want to write to DVD.

4   Click to highlight the **Timeline** window, and select **Export** from the **File** menu.

5   From the **Export** submenu, click **VAIO Movie Export**.
    The **VAIO Movie Export - VAIO Edit Components** window appears.

6   From the **Export Type** menu, select **Click to DVD Project**, and click **OK**.
    The **Save As** window appears.

7   Select a folder in which to save the file, type a file name, and click **Save**.

8   Save your project, and close Adobe Premiere.

9   Click **Start**, point to **All Programs**, point to **Click to DVD**, and then click **Click to DVD** from the submenu.

10 On the **File** Menu, click **Open**.
    The **Open** dialog box appears.

11 Locate and select the video file you want to write to a DVD disc, and click **Open**.

12 Click **Next**.

13 Insert a writable DVD disc into the computer's optical drive, and click **Create DVD**.

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*   For computer models with preinstalled Adobe® Premiere® Pro software.
†   Click to DVD software is preinstalled on selected models only.

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Supplemental Information

Your new VAIO® computer combines the latest audio, video, and information technology with an easy-to-use interface. Your computer's hardware and software programs are described in the online and print manuals that accompanied your computer. Use these helpful resources to maximize your computing experience.

❑ Immediate Help and Support
❑ Help and Support Resources

Immediate Help and Support

You can locate helpful information immediately by consulting your hard copy guides and supplements or by accessing the online Computer User Guide and 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 connect power cords, cables, peripheral devices, and register your computer with Sony®. The Quick Start can also provide basic troubleshooting support.

❑ **VAIO® Recovery Options Guide —** Provides information about restoring individual software programs, software drivers, drive partition(s), or your entire hard disk drive to the original factory installed settings.

❑ **VAIO® Computer User Guide —** The online User Guide provides information about configuring, maintaining, and upgrading your computer. This support resource offers a variety of available topics, enabling you to quickly view specific information using context-sensitive search features.

To access the online guide:

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 the online specifications sheet:

1 Connect to the Internet.

2 Go to the Sony online support Web site at **http://www.sony.com/pcsupport**.

3 Click the **Documentation** button, and follow the on-screen instructions to locate your model's specifications sheet.

❑ **Preinstalled software Help files —** Each preinstalled software program provides online Help within the software that describes the software's features. In these Help files, you can find tutorials that teach you to use the software and locate troubleshooting support, should problems occur. To access software Help files:

1 Click **Start** in the Windows taskbar, and point to **All Programs**. A submenu appears, listing all preinstalled software programs.

2 Click the desired software program.* The software's main window appears.

3 From the menu bar, click **Help**. The software program's **Help** appears.

❑ **VAIO Software —** This feature provides specific information on preinstalled software on your computer.

To access this online software information

1 Click **Start** in the Windows taskbar.

2 Click **Welcome to VAIO life**.

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* You can locate the online Help for Sony® software programs by pointing to the individual software program's icon and selecting Help from the submenu.

Help and Support Resources

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

Software Help And Support

Technical support information for the preinstalled software programs[*] on your computer can be located in the online Computer User Guide. Software support for most programs is free of charge for one year after the original date of purchase.

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 at **http://www.sony.com/pcsupport**.

The Sony Computing Support Web site provides

❑ Information about your specific model computer, such as

  ❑ hardware 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, availability, and purchase Sony products, accessories and parts.

  ❑ access the Sony Solutions Knowledge Base, a database that contains answers to many frequently asked questions.

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[*] Your computer may not be supplied with all of the software described in the online Computer User Guide, depending on the system configuration purchased.

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