



Getting Started

HP Compaq Tablet PC Series

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May 2006

This guide explains how to set up your hardware and software, and begin using the computer in Microsoft Windows.

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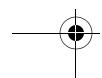
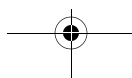
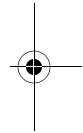
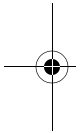
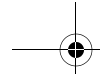
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First-time setup

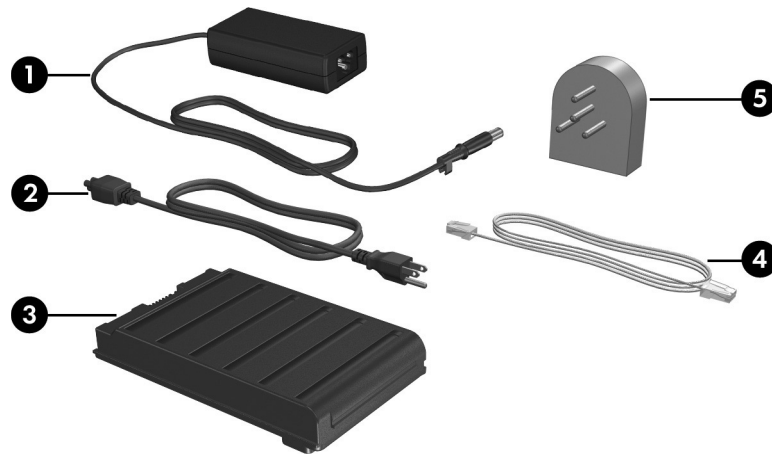
Identify required hardware

To set up the computer for the first time, you will need the computer, HP Smart AC adapter, power cord, and the battery.



Components included with the computer may vary by region and by model.

First-time setup



Components

❶ HP Smart AC Adapter	❷ Modem cable (optional for setup)
❸ Power cord	❹ Modem adapter (optional for setup)
❺ Battery pack	



Use only the included AC adapter or one approved for this computer.




Unless you use dial-up networking, the modem cable is optional for setup.


Set up the computer

To set up the computer, you will

1. Insert the battery pack into the computer.
2. Connect the computer to external power.

 The battery begins to charge.

3. Turn on the computer.
4. Set up the software.
5. Create recovery discs (recommended).

 Refer to Appendix C, “Backup and recovery,” for instructions.



CAUTION: To prevent file corruption and ensure that the correct drivers are installed:

- Do not set up the computer for the first time while the computer is docked in an optional docking device.
- During the hardware and software setup procedures:
 - ☐ Do not unplug the computer from external power.
 - ☐ Do not shut down the computer or initiate standby or hibernation.

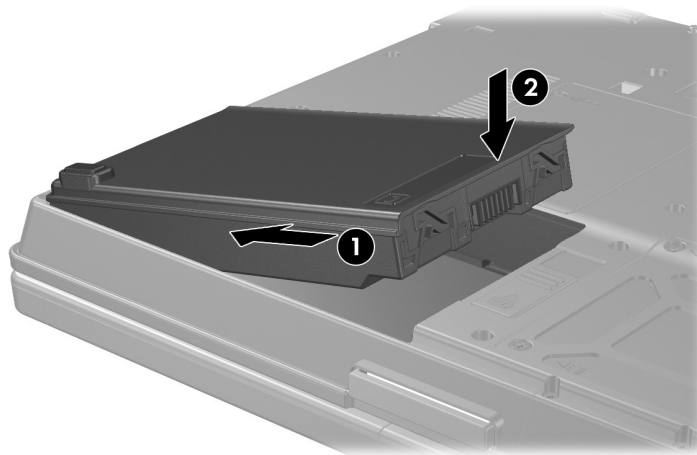
*First-time setup***Step 1: Insert the battery pack**

To insert the battery pack:



Battery packs vary by model.

1. Turn the computer upside down on a flat surface, with the battery bay toward you.
2. Slide the battery pack ❶ into the battery bay until it is seated.
3. Press the battery pack ❷ into the computer until it clicks into place.



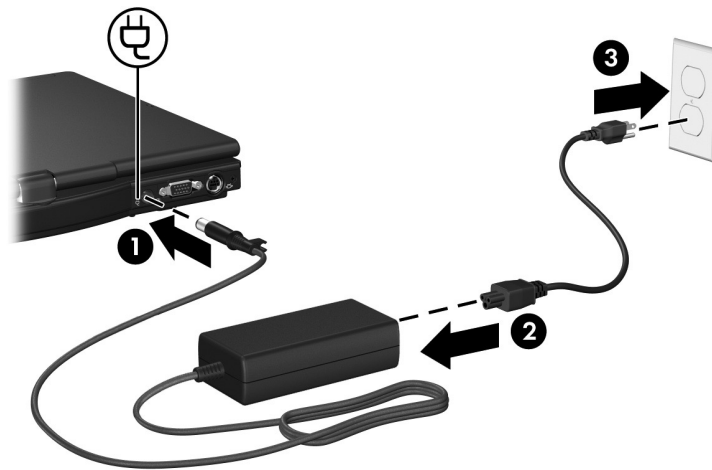
Step 2: Connect the computer to external power



Use only the included AC adapter or one approved for this computer.

To connect the computer to external AC power:


1. Plug the AC adapter into the power connector **1** on the computer.
2. Plug the power cord into the AC adapter **2**.
3. Plug the other end of the power cord into an AC outlet **3**.




First-time setup

When the computer receives AC power, the battery pack begins to charge and the battery light (on the front of the computer) is turned on. When the battery pack is fully charged, the battery light is turned off.

Leave the computer connected to external power until the battery pack is fully charged and the battery light is turned off.

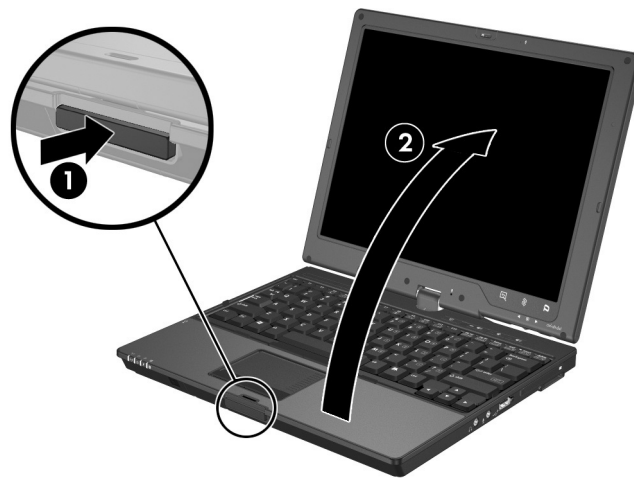
 A partially charged new battery pack can run the computer after software setup is complete, but battery charge displays will not be accurate until the new battery pack has been fully charged.

 Power cords and electrical outlets vary in appearance by region and country.

Step 3: Turn on the computer

To open the computer:

1. Press the display release button ❶ to open the display.
2. Raise the display ❷.



Rotating the Display

The computer display can rotate from notebook mode to tablet mode.



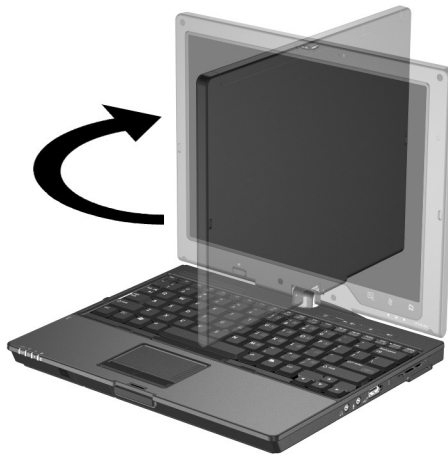
When the computer is docked in an optional docking device (in either notebook mode or tablet PC mode), the display will not rotate.

First-time setup

Tablet PC mode

To change the computer from notebook mode to tablet PC mode:

1. Rotate the computer display clockwise until it snaps into place facing away from the keyboard.



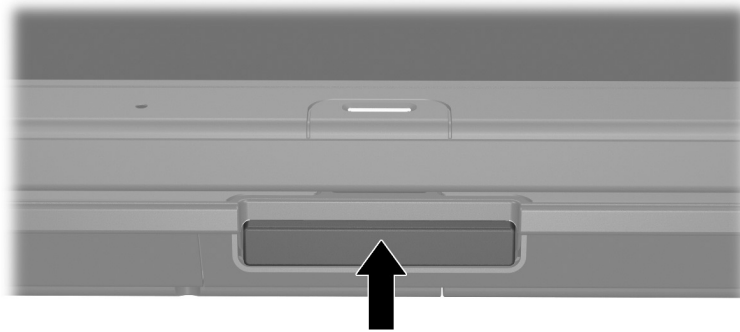
2. Tilt the computer display downward onto the keyboard until it snaps into place.



Notebook mode

To change the computer from tablet PC mode to notebook mode:

1. Press the display release button.



2. Open the computer display.



First-time setup

3. Rotate the computer display counterclockwise until it snaps into place facing the keyboard.



CAUTION: To prevent a lack of response when you turn on the computer, make sure the battery pack is firmly seated.

First-time setup

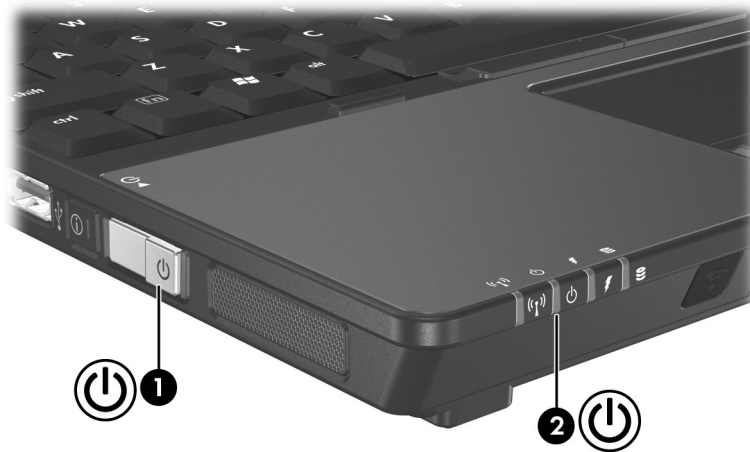
To turn on the computer:

- » Slide the power switch **1** toward the front of the computer.

The power/standby light **2** is turned on, and you are prompted to begin software setup.



The power/standby light is visible whether the computer is open or closed.



First-time setup

Step 4: Set up the software

After the computer is turned on, it will go through a brief software setup. Follow the on-screen instructions to set up the software. Note the following:

- After you respond to the setup prompt, you must complete the entire setup process without interruption. Setup time varies.
- During software setup, the computer may pause periodically for several minutes. These normal pauses are indicated by an hourglass icon.



CAUTION: If you are prompted to select an operating system language before the **Welcome to Windows** page is displayed, choose carefully. On some models, the languages that you do not choose are deleted from the system and cannot be restored during software setup.



To register the operating system and the computer, you must be connected to the Internet. For more information about connecting to the Internet, refer to Appendix B, “Connect to the Internet from your home,” in this guide. If you do not register during software setup, you can do so at any time after software setup is complete.

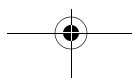
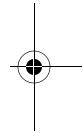
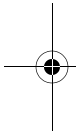
Step 5: Create recovery discs (recommended)

After setting up the computer for the first time, you can create a set of recovery discs of your full factory image using HP Backup and Recovery Manager. The recovery discs are used to start up (boot) the computer and restore the operating system and software applications to factory settings in case of system failure or instability.

Refer to Appendix C, “Backup and recovery,” for detailed instructions.



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Next steps

Install additional software and hardware

Identify and install hardware

To see a list of hardware installed on the computer:

1. Select **Start > My Computer**.
2. In the left pane of the System Tasks window, select **View system information**.
3. Select **Hardware** tab > **Device Manager**.

You can also add hardware or modify your device configurations using Device Manager.

To install additional hardware, such as an optional printer, follow the instructions provided by the hardware manufacturer to install the device and any required drivers.

Next steps

Locate or install software

The computer includes software that may be

- **Preinstalled on your hard drive.** To see a list of the ready-to-use software preinstalled on the computer:
 1. Click **Start > All Programs**.
 2. Double-click the program you want to open.
- **Provided on a CD or DVD.** To install a software program from a disc:



To install software from a disc on this computer, the computer must be connected to an optional external MultiBay device with an optical drive.

1. Insert the disc into the optical drive on the optional external MultiBay device.
2. When the installation wizard opens, follow the on-screen instructions.
3. Restart the computer if prompted to do so.

- **Preloaded software.** This is software provided on the hard drive, but not ready to use. To locate or install preloaded software or drivers:
 1. Select **Start > All Programs > Software Setup**.
 2. Follow the on-screen instructions and select the check box next to the software program or driver you want to install.



For details about using software included with the computer, refer to the software manufacturer's instructions, which may be provided on disc, as online Help files, or on the manufacturer's Web site.

Next steps

Protect the computer

The information in this section is designed to protect the computer from damage caused by a virus, a security breach, a power surge, or unsafe operation.

Protect the computer from viruses

When you use the computer for e-mail, network, or Internet access, you expose it to computer viruses. Computer viruses can disable the operating system, applications, or utilities or cause them to function abnormally.

Antivirus software can detect most viruses, destroy them, and in most cases, repair any damage they have caused. To provide ongoing protection against newly discovered viruses, antivirus software must be updated.

Norton Internet Security software is preinstalled on the computer (select models only). For information about using and updating your Norton Internet Security software, click **Start > All Programs > Norton Internet Security > Help and Support**.

For more information about computer viruses, type viruses in the Search field in the Help and Support Center.

Protect your system files

The HP Backup and Recovery Manager provides several ways to back up the system and to recover optimal system functionality. Refer to Appendix C, "Backup and recovery," for additional information.

Next steps

Protect your privacy

When you use the computer for e-mail, network, or Internet access, it is possible for unauthorized persons to obtain information about you, your computer, and your data.

To optimize the privacy protection features included with the computer

- Keep the operating system and software updated. Many software applications contain security enhancements.
- Use a firewall. A firewall is software that monitors incoming traffic on the computer. Some firewalls also monitor outgoing traffic.

Protect the computer from power surges

To protect the computer from the power surges that might be caused by an uncertain power supply or an electrical storm:

- Plug the computer power cord into an optional, high-quality surge protector. Surge protectors are available from most computer or electronics retailers.
- During an electrical storm, either run the computer on battery power or shut down the computer and unplug the power cord.
- If applicable to your location, provide surge protection on the modem cable that connects the modem to a telephone line. Telephone line surge protectors are available from computer or electronic retailers in some regions.

Next steps

Use the computer safely



WARNING: To reduce the risk of electric shock or damage to your equipment:

- Plug the power cord into an AC outlet that is easily accessible at all times.
- Disconnect power from the computer by unplugging the power cord from the AC outlet (not by unplugging the power cord from the computer).
- If provided with a 3-pin attachment plug on your power cord, plug the cord into a grounded (earthed) 3-pin outlet. Do not disable the power cord grounding pin, for example, by using a 2-pin adapter. The grounding pin is an important safety feature.



WARNING: To reduce the risk of serious injury, read the *Safety and Comfort Guide*. It describes proper workstation setup, and proper posture, health, and work habits for computer users. The *Safety and Comfort Guide* also provides important electrical and mechanical safety information. This guide is available on the Web at <http://www.hp.com/ergo> and in the Help and Support Center. To access the Help and Support Center, select **Start > Help and Support > User Guides**.



WARNING: To avoid potential discomfort or burns, do not block the air vents or use the computer on your lap for extended periods. The computer is designed to run demanding applications at full power. As a result of increased power consumption, it is normal for the computer to feel warm or hot when used continuously. The computer complies with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950).

Next steps



WARNING: To reduce potential safety issues, only the AC adapter or battery pack provided with the computer, a replacement AC adapter or battery pack provided by HP, or a compatible AC adapter or battery pack purchased as an accessory from HP should be used with the computer.

For more safety and regulatory information, and for battery disposal information, refer to the *Regulatory, Safety and Environmental Notices* located in the Help and Support Center. To access the Help and Support Center, select **Start > Help and Support > User Guides**.

Connect to a computer network

The computer may have one or more of the following networking capabilities:

- Local area network (LAN)
- Wireless local area network (WLAN)
- Bluetooth®
- Internal modem

If you plan to connect the computer to a home office LAN or WLAN, refer to the Help and Support Center for information on networking.

If you need assistance to connect to a company LAN or WLAN, contact your network administrator.

If the computer has a Bluetooth device, you can create a personal area network (PAN) to connect to other Bluetooth-enabled devices, such as computers, telephones, printers, headsets, speakers, and cameras. For information on using a Bluetooth device, refer to the *Bluetooth Getting Started* guide in the Help and Support Center.



For information on connecting the computer to the Internet when you are not connected to a network, refer to Appendix B, "Connect to the Internet from your home."

Update your software

Most software, including the operating system, is updated frequently by the manufacturer or provider. Important updates to the software included with the computer may have been released since the computer left the factory.

Some updates may affect the way the computer responds to optional software or external devices. Many updates provide security enhancements.

Update the operating system and other software provided on the computer as soon as the computer is connected to the Internet.

To access update links for the operating system and other software provided on the computer,

» Select **Start > Help and Support**.

Locate the user guides

User guides, regulatory and safety notices, and other resources that provide information about using the computer are available through the Help and Support Center (select **Start > Help and Support > User Guides**), or on a *User Guides* disc included with some models.


For more information about the resources and support, refer to Chapter 3, “Troubleshooting.”

Next steps

Turn off the computer correctly

Whenever possible, turn off the computer by using the standard shutdown procedure:

1. Save your work and close all open applications.
2. Shut down the computer through the operating system by selecting **Start > Turn Off Computer > Turn Off**.

 If you have been registered to a network domain, the button you click will be called Shut Down instead of Turn Off Computer.

If you are unable to turn off the computer with these procedures, try the following emergency procedures in the sequence provided:



CAUTION: Emergency shutdown procedures result in the loss of unsaved information.

1. Press **ctrl+alt+delete**, and then select **Shut Down > Turn Off**.
2. Slide the power switch toward the front of the computer and hold it for at least 5 seconds.
3. Disconnect the computer from external power and remove the battery pack.

3

Troubleshooting

Troubleshooting resources

If you experience computer problems, follow the troubleshooting steps below:

1. Refer to “Quick troubleshooting,” next in this chapter.
2. Access additional information about the computer and Web site links through the Help and Support Center. Select **Start > Help and Support**.



Although many checkup and repair tools require an Internet connection, other tools can help you fix a problem when the computer is offline.

3. Contact Customer Care for any further assistance.

Quick troubleshooting

The computer is unable to start up

To turn on the computer, slide the power switch toward the front of the computer. When the computer is turned on, the power light is turned on.

If the computer and the power light are not turned on when you slide the power switch on, adequate power might not be available to the computer.

The suggestions below may help you determine why the computer will not start up:

- If the computer is plugged into an AC outlet, verify that the AC outlet is providing adequate power by plugging another electrical device into the outlet.
- If the computer is running on battery power or is plugged into an external power source other than an AC outlet, plug the computer into an AC outlet using the AC adapter. Be sure the power cord and AC adapter connections are secure.
- If the computer is running on battery power:
 - Remove the primary battery pack and optional accessory battery pack (if applicable) and plug the computer into an AC outlet using the AC adapter. If you can turn the computer on, one of the battery packs may need to be replaced.
 - If the battery light on the front of the computer is blinking, the battery pack has reached a low-battery condition, which may not allow the computer to start up. Plug the computer to an AC outlet using the AC adapter to start the computer and allow the battery to charge.

The computer screen is blank

If the computer is on but the screen is blank, the computer may be in standby or hibernation, may not be set to display the image on the computer screen, or the display switch may not be functioning properly.

Try the suggestions below to resolve the issue:

- To resume from standby or restore from hibernation, briefly slide the power switch toward the front of the computer.

Standby and hibernation are energy-saving features that can turn off the display. Standby and hibernation can be initiated by the system while the computer is on but not in use, or when the computer has reached a low-battery condition. To change these and other power settings, select **Start > Control Panel > Performance and Maintenance > Power Options**.

- To transfer the image to the computer screen, press **fn+f4**.

On most models, when an optional external display device, such as a monitor, is connected to the computer, the image can be displayed on the computer screen or the external display, or on both devices simultaneously. When you press **fn+f4** repeatedly, the image alternates among the computer display, one or more external display devices, and simultaneously displays on all devices.

- If the computer has an ambient light sensor (select models only), make sure that the sensor is not obstructed.

The ambient light sensor is located on the upper-right of the display panel.

Software is functioning abnormally

If the software becomes unresponsive or responds abnormally:

- Restart the computer:
 - In Microsoft® Windows® XP Home, select **Start > Turn Off Computer > Restart**.
 - In Windows XP Professional, select **Start > Turn Off Computer > Restart > OK**. (If you have been registered to a network domain, the button you click will be called Shut Down instead of Turn Off Computer.)


If you cannot restart the computer using these procedures, refer to the next section, “The computer is turned on but not responding.”

- Run a virus scan. For information about using the antivirus resources on the computer, refer to Protect the computer from viruses in Chapter 2, “Next steps.”

The computer is turned on but not responding

If the computer is turned on, but not responding to software or keyboard commands, turn off the computer by using the standard shutdown procedure:

1. Save your work and close all open applications.
2. Shut down the computer through the operating system by selecting **Start > Turn Off Computer > Turn Off**.

 If you have been registered to a network domain, the button you click will be called Shut Down instead of Turn Off Computer.

If you are unable to shut down the computer with these procedures, try the following emergency procedures in the sequence provided:



CAUTION: Emergency shutdown procedures result in the loss of unsaved information.

1. Press **ctrl+alt+delete**, and then select **Shut Down > Turn Off**.
2. Slide the power switch toward the front of the computer and hold it for at least 5 seconds.
3. Disconnect the computer from external power and remove the battery pack.

The computer is unusually warm

It is normal for the computer to feel warm to the touch while it is in use. But if the computer feels *unusually* warm, it may be overheating because a vent is blocked.

If you suspect that the computer is overheating, allow the computer to cool to room temperature. Then be sure to keep all vents free from obstructions while you are using the computer.



CAUTION: To prevent overheating, do not obstruct vents. Use the computer only on a hard, flat surface. Do not allow another hard surface, such as a printer, or a soft surface, such as a pillow, thick rug, or clothing, to block airflow.



The fan in the computer starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.

Troubleshooting

An external device is not working

If an external device does not function as expected:

- Turn on the device as instructed in the device user guide. Some devices may not be powered by the computer, and must be turned on before the computer is turned on.
- Be sure that
 - ❑ All device connections are secure.
 - ❑ The device is receiving electrical power.
 - ❑ The device, especially if it is an older one, is compatible with your operating system. For compatibility information, refer to the device manufacturer's Web site.
 - ❑ The correct drivers are installed and updated. Drivers may be available on a CD included with the device or on the device manufacturer's Web site. For more information about updating drivers, select **Start > Help and Support**.

The home wireless network connection is not working

If a home wireless network connection is not working as expected:

- Be sure that the wireless light on the computer is on. If the light is off, press the wireless button to turn it on.
- Be sure that the computer wireless antennae are free from obstructions.
- Be sure that the cable or DSL modem and its power cord are properly connected, and the lights are on.

- Be sure that the wireless router (access point) is properly connected to its power adapter and the cable modem, and the lights are on.
- Disconnect and then reconnect all cables, and turn the power off and then back on.



For information on setting up a home wireless network connection, refer to <http://www.hp.com/go/techcenter/wireless> (English only).

Help and Support Center

If the preceding questions and solutions did not address your problem, access the Help and Support Center by selecting **Start > Help and Support**. In addition to providing information about your operating system, the Help and Support Center provides

- Information about the computer, such as model and serial number, installed software, hardware components, and specifications.
- Answers to questions about using the computer.
- Product information to help you learn to use computer and operating system features.
- Updates for your operating system, device drivers, and the software provided on the computer.
- Checkups for computer functionality.
- Automated and interactive troubleshooting, repair solutions, and system recovery procedures.
- Links to community forms of IT experts.

Customer Care

If you are unable to find the help you need by using the Help and Support Center, you may need to contact Customer Care.

Troubleshooting

Prepare to contact Customer Care

For the fastest possible resolution of your problem, have the computer and the following information available when you call or e-mail:

- Product name located on the display or keyboard.
- Serial number (s/n) listed on the service tag.
 - The service tag label is on the bottom of the computer.
 - To display the service tag information on the computer screen, select **Start > Help and Support > My HP Computer**.
- Date the computer was purchased.
- Conditions under which the problem occurred.
- Error messages that have been displayed.
- The manufacturer and model of a printer or other accessories connected to the computer.
- Operating system version number and registration number.

To display the operating system version number and registration number, select **Start > Help and Support > My HP Computer**. (On some models, the registration number may be identified in the Operating System table as the *Product Id.*)

Contacting Customer Care by e-mail or telephone

If the computer is connected to the Internet, select **Start > Help and Support** to get help by e-mail or to access the Customer Care telephone numbers.