For more information about HP products and services, see the HP Web site at http://www.hp.com.

Contents

1   Getting started

Charging the battery

To fully charge the battery, leave the computer plugged into external power until the battery light on the left side of the computer turns white.

⚠ **WARNING:** To reduce the risk of electric shock or damage to your equipment, observe these guidelines:

■ 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 attaching a 2-pin adapter. The grounding pin is an important safety feature.

✎ A partially charged new battery can run the computer after software setup is complete, but battery charge displays will not be accurate until the new battery has been fully charged. When the computer is connected to external power, the battery light turns white when the battery is fully charged.

Verifying the box contents

✎ Computer color, features, and options may vary by computer model. The illustrations in this guide may look slightly different from your computer.
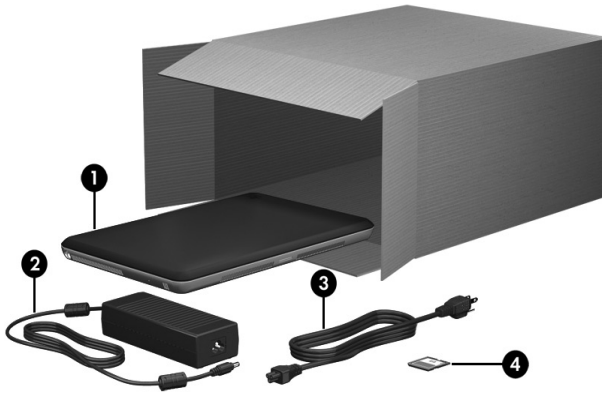
Component		Component	
❶	Computer	❸	Power cord*
❷	AC adapter	❹	SD Memory Card
*Power cords vary in appearance by country or region.			

Getting information

User Manual on a Secure Digital (SD) Memory Card

This guide provides information about new features, such as HP QuickWeb software, action keys, TouchPad gestures, optical drive sharing, as well as details about connecting to the Internet and multimedia features.

Electronic manuals in Help and Support

For detailed information about your computer, such as information about power management, multimedia, TouchPad and keyboard, security, and other features, click **Start**, click **Help and Support**, and then click **User Guides**. You do not need to connect to the Internet to access the user guides in Help and Support.

Help and Support   User Guides

Help and Support

In Help and Support, you can find information about technical support, and about the operating system, drivers, and troubleshooting tools. To access Help and Support, click **Start**, and then click **Help and Support**. For country- or region-specific support, go to http://www.hp.com/support, select your country or region, and follow the on-screen instructions.

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

Regulatory, safety, and environmental notices

For more safety and regulatory information, and for battery disposal information, refer to the *Regulatory, Safety and Environmental Notices.* To access the notices, click **Start**, click **Help and Support**, and then click **User Guides**.

Turning off the computer from Windows®

To turn off the computer from Windows:

1. Save your work and close all programs.
2. Click **Start**, and then click **Shut down**.

2   What's new?

Windows 7

Your computer includes the new Windows® 7 operating system. Windows 7 has several new program and feature enhancements, such as:

- Faster startup
- Updated Wi-Fi network controls
- Customizable taskbar
- Fewer pop-ups and notifications
- Support for more multimedia formats

Customizable desktop

The Stardock MyColors program (select models only) offers a customizable desktop theme that transforms the look and feel of your basic Windows desktop. The new desktop includes custom icons, visual styles (Start button and taskbar), and a corresponding wallpaper.

✎ To change back to the standard Windows theme, open the Stardock MyColors program and select the standard Windows theme.

HP QuickWeb software (select models only)

HP QuickWeb software is an optional, instant-on environment that is separate from your Windows operating system. QuickWeb allows you to rapidly access certain programs without the need to start your operating system. You will enjoy this feature if you browse the Internet, view and send e-mail, view digital photos, listen to music, or keep in touch through instant messages or Skype. QuickWeb is ready to go within seconds of pressing the power button.

✎ For detailed information on using QuickWeb, refer to Chapter 3, "Using HP QuickWeb (select models only)."

Action keys

Action keys are customized actions that are assigned to specific keys at the top of the keyboard. To use an action key, press and hold the key to activate the assigned action.

✎ Some action keys are not available in QuickWeb.

✎ For additional information about action keys, refer to the *HP ENVY 15 User Guide*. To access this guide, click **Start**, click **Help and Support**, and then click **User Guides**.

Icon	Description
?	Opens Help and Support, which provides information about your Windows operating system and computer, answers to questions, tutorials, and updates to your computer. Help and Support also provides automated troubleshooting and links to support specialists.
☀	Decreases the screen brightness level incrementally when held down.
☀	Increases the screen brightness level incrementally when held down.
▭	Switches the screen image among display devices connected to the system. For example, if a monitor is connected to the computer, pressing this key alternates the screen image from computer display to monitor display to simultaneous display on both the computer and the monitor. Most external monitors receive video information from the computer using the external VGA video standard. The switch screen image key can also alternate images among other devices that are receiving video information from the computer.

(Continued)

Icon	Description
⏮	Plays the previous track of an audio CD, or the previous section of a DVD or a Blu-ray Disc (BD).
▶❚❚	Plays, pauses, or resumes an audio CD, a DVD, or a BD.
⏹	Stops audio or video playback of a CD, a DVD, or a BD.
⏭	Plays the next track of an audio CD or the next section of a DVD or a BD.
🔉−	Decreases speaker sound incrementally when held down.
🔉+	Increases speaker sound incrementally when held down.
🔇	Mutes or restores speaker sound.
🔒	Initiates the QuickLock security feature. QuickLock protects your information by displaying the operating system Log On window. While the Log On window is displayed, the computer cannot be accessed until a Windows user password or a Windows administrator password is entered. ✎ Before you can use QuickLock, you must set a Windows user password or a Windows administrator password. For instructions, refer to Help and Support.
prt sc	Takes a snapshot or picture of your computer screen and copies it to the clipboard.

One-touch launch keys

One-touch launch keys are customized actions that are assigned to specific keys on the left side of the keyboard.

To use a one-touch launch key, press the key to activate the assigned action.

Item	Icon	Description
❶	✉	Opens your default e-mail program.
		✎ The first time you press the mail key, you may be prompted to set up your e-mail account. After you have set up your e-mail account, you can press the mail key to quickly access your e-mail.
❷	✔	Opens HP MediaSmart. HP MediaSmart turns your computer into a mobile entertainment center. You can enjoy music and movies, and manage and edit your photo collections.
❸	🌐	Opens a Web browser.
		✎ Until you have set up your Internet or network services, the Web key opens the Windows Internet Connection Wizard. After you have set up your Internet or network services and your Web browser home page, you can press the Web key to quickly access your home page and the Internet.
❹	🖨	Opens the Print Options window of the active Windows program.
❺	🖩	Opens the Windows calculator function.

TouchPad

Navigating

To move the pointer, slide one finger across the TouchPad in the direction you want the pointer to go.
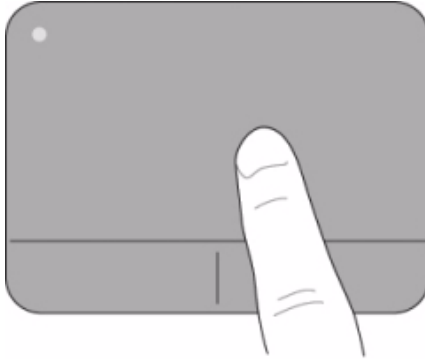
Selecting

Use the left and right TouchPad buttons like the corresponding buttons on an external mouse.
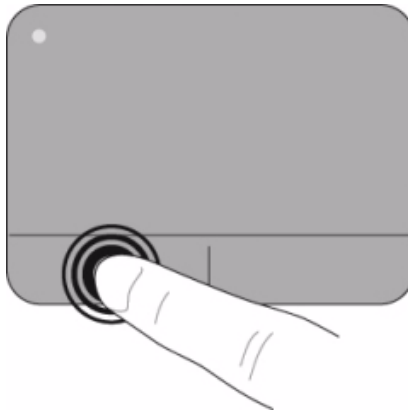
Turning the TouchPad on and off

To turn the TouchPad on and off, quickly double-tap the TouchPad off indicator. When the TouchPad is on, the light is off.
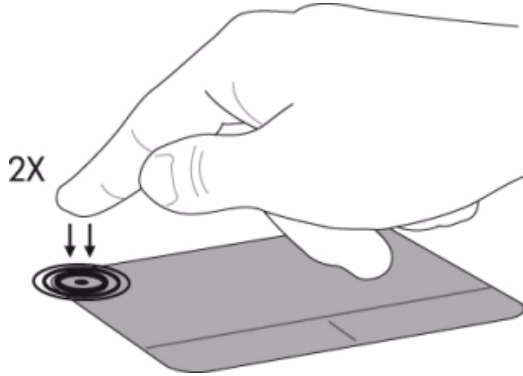
Using TouchPad gestures

The TouchPad supports gestures that make it easy and fun to work with images or pages of text. To activate the TouchPad gestures, place 2 fingers on the TouchPad at the same time as described in the following sections.

Scrolling

Scrolling is useful for moving up or down on a page or image. To scroll, place two fingers slightly apart on the TouchPad and drag them across the TouchPad in an up, down, left, or right motion.

✎ Scrolling speed is controlled by finger speed.
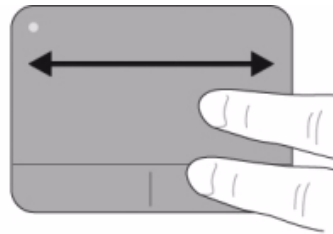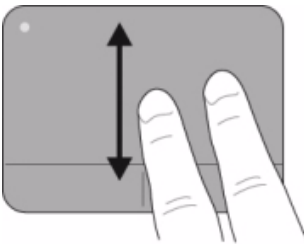
Pinching/Zooming

Pinching allows you to zoom in or out on items such as PDFs, images, and photos.

■   Zoom in by placing two fingers together on the TouchPad, and then moving them apart.

■   Zoom out by placing two fingers apart on the TouchPad, and then moving them together.
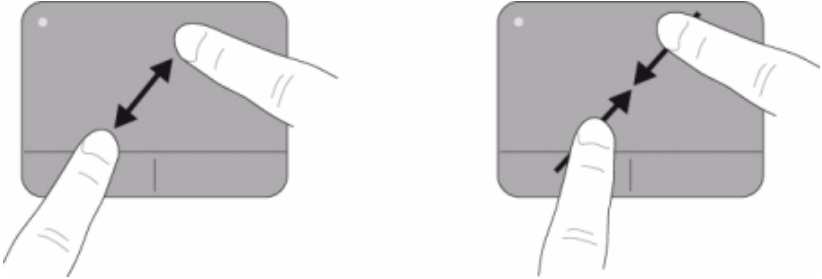
Setting preferences

Scrolling and pinching are enabled at the factory. You computer also supports additional TouchPad gestures that are disabled at the factory.

To disable or reenable TouchPad gestures or to explore other TouchPad gestures:

1. Double-click the **Synaptics** icon in the notification area, at the far right of the taskbar, and then click the **Device Settings** tab.

2. Select the device, and then click **Settings**.

3. Select the check box to disable or reenable the TouchPad gesture.

4. Click **Apply**, and then click **OK**.

✎   For additional information about using the TouchPad, refer to the *HP ENVY 15 User Guide*. To access this guide, click **Start**, click **Help and Support**, and then click **User Guides**.

Beats Audio

Beats Audio is an enhanced audio profile that provides a deep, controlled bass while maintaining a clear sound. Beats Audio is enabled by default.

» To increase or decrease the Beats Audio bass settings, press **fn+b**.

You can also view and control the bass settings through the Windows operating system. Click **Start**, click **Control Panel**, click **Sound**, and then click **Speakers and Headphone Properties** to view and control the bass properties.

The following table shows and describes the Beats Audio icons.

Icon	Description
	Indicates that Beats Audio is connected.
	Indicates that Beats Audio is not connected.

Sharing optical drives

Although your computer does not have an integrated optical drive, you can easily access software, install programs, and access information by sharing an optical drive connected to another computer in your network. Drive sharing is a feature of the Windows operating system that allows a drive on one computer to be accessible to other computers on the same network.

✎ You must have a network set up in order to share an optical drive. Refer to Help and Support for information on setting up a network.

✎ Some discs, such as DVD movies and game discs, may be copy-protected and therefore unusable through DVD or CD sharing.

To share an optical drive:

1. From the computer with the optical drive you want to share, click **Start**, and then click **Computer**.
2. Right-click the optical drive you want to share, and then click **Properties**.
3. Click the **Sharing** tab, and then click **Advanced Sharing**.
4. Select the **Share this folder** check box.
5. Type a name for the optical drive in **Share name** text box.
6. Click **Apply**, and then click **OK**.
7. To view the shared optical drive on your computer, click **Start**, click **Control Panel**, click **Network and Internet**, and then click **Network and Sharing Center**.

3 Using HP QuickWeb (select models only)

HP QuickWeb is an optional, instant-on environment that is separate from your Windows operating system. QuickWeb allows you to rapidly access a Web browser, and other communication and multimedia programs, without the need to start Windows. QuickWeb is ready to go within seconds of pressing the power button after system setup. QuickWeb includes the following features:

- Web browser—Search and browse the Internet, and create links to your favorite Web sites.
- Chat—Chat with friends on multiple instant messaging programs, such as Google Talk, Windows Live Messenger, Yahoo! Messenger, and other providers.
- Skype (select models only)—Skype is a voice over Internet protocol (VoIP) that lets you communicate free of charge with other Skype users. With Skype, you can have a conference call or a video chat with one or more people at a time. You can also make long-distance phone calls to land lines.
- Web e-mail—View and send e-mail using Yahoo, Gmail, and other Web e-mail providers.
- Web calendar—Display, edit, and organize your schedule using your favorite online calendar program.
- Music Player—Listen to your favorite music and create playlists.
- Photo Viewer—Browse through photos, create albums, and view slide shows.

Setting up HP QuickWeb for the first time

The first time you turn on your computer after completing the Windows setup process, the QuickWeb setup screens appear. Follow the on-screen instructions to activate QuickWeb. At the end of the setup process, you are given the choice to start Windows or to continue to QuickWeb for the current session. If you select the option to start QuickWeb, the QuickWeb Home screen appears. Click an icon on the QuickWeb Home screen to launch a program.

✎ The QuickWeb Home screen may look slightly different from the illustration in this section.

✎ The following section assumes that you have completed the QuickWeb setup process and enabled QuickWeb. For more information, refer to the QuickWeb software Help.

QuickWeb allows you to access a Web browser, and other communication and multimedia programs, within seconds without starting Windows. To start QuickWeb when the computer is powered off:

1. Turn on your computer. The HP QuickWeb Home screen appears.
2. Click an icon on the QuickWeb Home screen to launch a program.

Starting Microsoft® Windows®

✎ If QuickWeb has been activated, it will start every time you power up your computer. To start Microsoft Windows, you must click the **Windows Start** icon in the QuickWeb Home screen.

To start Microsoft Windows:

1. Turn on your computer. The HP QuickWeb Home screen appears.

2. Click the **Windows Start** icon on the far left of the QuickWeb Home screen.

3. A dialog box appears, asking if you are sure you want to start Windows. Click **Yes**.

✎ Clicking on the **Make Windows your default Power On experience** in this dialog box disables QuickWeb. To reenable QuickWeb, refer to the section "Disabling and enabling HP QuickWeb," later in this chapter.

Identifying the QuickWeb control buttons

The following table shows and describes the QuickWeb control buttons.

Icon	Description
	Launches the Windows operating system.
	Turns off the computer from QuickWeb. For details on turning off the computer from Windows, refer to "Turning off the computer from Windows®" in Chapter 1.

Identifying the LaunchBar icons

The following table shows and describes HP QuickWeb icons.

Icon	Description
	Launches the Web browser. You can bookmark your favorite Web sites and view Web pages.
	Launches the Chat application. This is compatible with Google Talk, Windows Live Messenger, Yahoo! Messenger, and other providers.
	Launches Skype (select models only). This is a voice over Internet protocol (VoIP) that lets you communicate free of charge with other Skype users.
	Launches Web e-mail so you can view your Web-based e-mail programs, such as Gmail, Hotmail, Yahoo, and other Web e-mail providers.
	Launches Web calendar so you can schedule and manage your activities using your favorite online calendar application.
	Launches Music Player. Select and play music stored on your hard drive or external drives. Supports .mp3 files.
	Launches Photo Viewer. Browse photos stored on your hard drive or external drive. Supports .bmp, .gif, .jpg, and .png file types.

Identifying the notification icons

The following table shows and describes the notification icons:

Icon	Description
	Indicates that a USB drive is present. If a USB drive is inserted, the File Manager window containing a USB icon appears. Click the **USB** icon to open the File Manager window. Right-click the **USB** icon to open a menu to safely eject the device. ✎ If your HP ENVY 15 comes equipped with USB 3.0, please note that only the eSATA/USB 2.0 port may be used for USB devices while in HP QuickWeb mode.
	Indicates that the network is connected. Click the **Network** icon to open the Network dialog box.
	Indicates that the network is disconnected.
	Controls volume for speakers and the microphone. Click the **Volume Control** icon to open the Volume Control dialog box.
	Controls power settings: ■ When the computer is connected to AC power, the icon appears with an AC power cord. ■ When the computer is running on battery power, the icon appears as only a battery. The state of charge is indicated by the color of the Battery icon: ■ Green: charged ■ Yellow: low ■ Red: critical low Click the **Battery** icon to display a menu to control power settings and to see information about battery capacity.
	Launches the Settings panel. Use the Settings panel to modify QuickWeb settings such as date and time. Refer to the following section, "Using the Settings panel" for more information.
	Displays the QuickWeb software Help.

Using the Settings panel

1. After turning on the computer, click the **Settings** icon.

   The Settings panel selection box is displayed.

2. Click the icon that corresponds to the system setting you want to modify. Choose from any of the following:

   ❏ **Date and Time**

   ❏ **Input Language**

   ❏ **Language and Keyboard**

   ❏ **Network**

   ❏ **Environment Settings**

   ❏ **Screen Settings**

   ❏ **Volume Control**

   ❏ **Applications**

   ✎ For more information on changing settings in the Settings panel, refer to the HP QuickWeb software Help.

Configuring the network

QuickWeb can be configured to set up a wireless connection by using the HP QuickWeb Configuration Tool. To access this tool, click the **Settings** icon, click **Network**, and then select the **Enable Wi-Fi** check box. For more information on setting up a wireless connection using HP QuickWeb and Windows, refer to Chapter 4, "Connecting to the Internet," and to the HP QuickWeb software Help.

Playing music

To play music:

1. Click the **Music** icon on the LaunchBar.

   Music Player is displayed.

2. On the left side of the Music Player window, navigate to the directory that contains your music files. The directory can be on either your hard drive or an external drive.

3. Click a music file you want to play from the list on the right side of the window.

4. When you are finished making your music selection, click the **Play** icon at the bottom right of the window.

Browsing photos

To view photos:

1. Click the **Photos** icon on the LaunchBar.

   Photo Viewer is displayed.

2. On the left side of the Photo Viewer window, navigate to the directory that contains your photos. The directory can be on either your hard drive or an external drive. The right side of the Photo Viewer window displays thumbnail views of all the photos in the selected directory.

3. Double-click the thumbnail of the photo you want to view.

   The photo thumbnail views appear at the bottom right of the Photo Viewer window. A larger view of the selected photo appears above the thumbnails.

4. Navigate the thumbnail views by pressing the right arrow key or left arrow key, or by clicking the next thumbnail image you want to see enlarged.

Creating instant messages with Chat

Chat is an instant messaging program that is compatible with Google Talk, Yahoo! Messenger, and other providers.

To start an instant messaging session:

1. Click the **Chat** icon on the LaunchBar. The buddy list window and a configuration tool are displayed.

2. In the buddy list window, click **Help** to get information on configuring Chat for your instant messaging protocol and setting up your account. You can also configure Chat to work with an existing instant messaging account.

Making Internet phone calls with Skype (select models only)

Skype is a voice over Internet protocol (VoIP) that lets you communicate free of charge with other Skype users. You can also make long-distance phone calls to land lines at lower costs than many long-distance carriers charge.

To start Skype:

1. Click the **Skype** icon on the LaunchBar.

   A Sign in to Skype window is displayed.

2. Click the **Create a new Skype Account** tab.

3. Before you proceed, read the information provided by the links at the bottom of the Create Account window, to be sure that you understand the terms and possible charges you can incur from using Skype.

✎ For more information on using Skype, refer to the software Help.

Disabling and enabling HP QuickWeb

You can disable or reenable QuickWeb in two ways.

To disable or reenable QuickWeb from within the Windows operating system:

1. Click **Start**, click **All Programs**, and then click **HP QuickWeb**. The **HP QuickWeb Installer** folder displays. Click **HP QuickWeb Configuration Tool**.

2. Select the **Enable QuickWeb** check box.

3. Click **OK**.

✎ The HP QuickWeb Configuration Tool can also be accessed by clicking **Start**, clicking **Control Panel**, and then clicking the **View by** arrow. Select **Large icons** or **Small icons** to locate the HP QuickWeb Configuration Tool.

To disable or reenable QuickWeb from within Setup Utility:

1. Open Setup Utility by turning on or restarting the computer. Immediately press **f10** repeatedly to start Setup Utility.

2. Use the right arrow key to tab across the menu headings and select **System Configuration**.

3. Use the down arrow key to select **Boot Options**, and then press **enter**. The Boot Options screen opens.

4. Use the down arrow key to select **HP QuickWeb**, and then press **enter**.

5. Use the arrow keys to select **Disable** or **Enable**, and then press **enter**.

6. To save your change and exit Setup Utility, use the arrow keys to select **Exit**, select **Exit Saving Changes**, and then press **enter**.

4 Connecting to the Internet

✎ Internet hardware and software features vary depending on the computer model and your location.

Choosing the type of Internet access

The computer supports 2 types of Internet access:

- **Wired**—You can access the Internet by connecting to a broadband network using the RJ-45 (network) jack. To learn how to connect to a wired network, refer to the "Connecting to a wired network" section.
- **Wireless**—For mobile Internet access, you can use a wireless connection. To learn about adding the computer to an existing network or setting up a wireless network, refer to the "Connecting to an existing wireless network" section or the "Setting up a new wireless network" section.

The networking features of the computer enable you to access high-speed broadband Internet service providers with the following types of connections:

- Cable modem
- Digital Subscriber Line (DSL)
- Satellite
- Other services

Broadband access may require additional hardware or software provided by your Internet service provider (ISP).

Using an ISP

The following features will help you set up a new Internet account or configure the computer to use an existing account:

- **Choosing an ISP**: You must set up Internet service before you can connect to the Internet. Contact a local ISP to purchase Internet service and a modem. The ISP will help set up the modem, install a network cable to connect your wireless computer to the modem, and test the Internet service.

  ✎ Your ISP will give you a user ID and password to access the Internet. Record this information and store it in a safe place.

- **Internet Services & Offers (available in some locations)**: This utility assists with signing up for a new Internet account and configuring the computer to use an existing account. To access this utility, click **Start**, click **All Programs**, click **Online Services**, and then click **Get Online**.

- **ISP-provided icons (available in some locations)**: These icons may be displayed either individually on the Windows desktop or grouped in a desktop folder named Online Services. To set up a new Internet account or configure the computer to use an existing account, double-click an icon, and then follow the on-screen instructions.

- **Windows Connect to the Internet Wizard**: You can use the Windows Connect to the Internet Wizard to connect to the Internet in any of these situations:

  ❏ You already have an account with an ISP.

  ❏ You have a disc from an ISP.

  ❏ You do not have an Internet account and want to select an ISP from the list provided within the wizard. (The list of ISP providers is not available in all regions.)

  ❏ You have selected an unlisted ISP, and the ISP has provided you with information such as a specific IP address and POP3 and SMTP settings.

  To access the Windows Connect to the Internet Wizard and instructions for using it, click **Start**, click **Help and Support**, and then type Connect to the Internet wizard in the Search box.

Connecting to a wired network

Connecting to a wired network requires a network cable (purchased separately). If the cable contains noise suppression circuitry ❶, which prevents interference from TV and radio reception, orient the circuitry end of the cable ❷ toward the computer.

To connect the cable:

WARNING: To reduce the risk of electric shock, fire, or damage to the equipment, do not plug a modem or telephone cable into the RJ-45 (network) jack.

1. Connect the network cable to the RJ-45 (network) jack ❶ on the computer.
2. Connect the other end of the network cable to a network wall jack ❷.
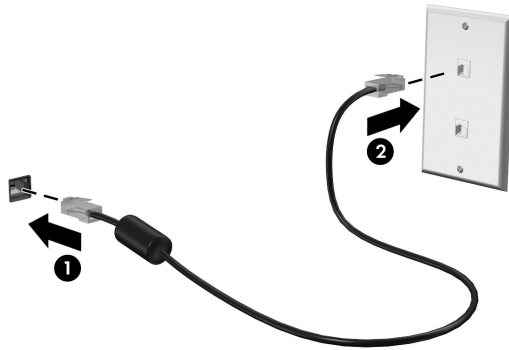
Connecting to an existing wireless network

To connect the computer to an existing wireless network, follow these steps:

1. Click the network icon in the notification area, at the far right of the taskbar.
2. Select the network to which you want to connect.
3. Click **Connect**.
4. If required, enter the security key.

Setting up a new wireless network

This section describes how to use a wireless computer to set up a typical home or small office wireless network, which is also called a wireless local area network (WLAN).

To set up a wireless network and to connect to the Internet, you need the following equipment:

■   A broadband modem (either DSL or cable) and high-speed Internet service purchased from an Internet service provider (ISP)

■   A wireless router (purchased separately)

■   Your new wireless computer

The following illustration shows an example of a completed wireless network installation that is connected to the Internet and to a wired computer. As this network grows, additional wireless and wired computers can be connected to the network to access the Internet.
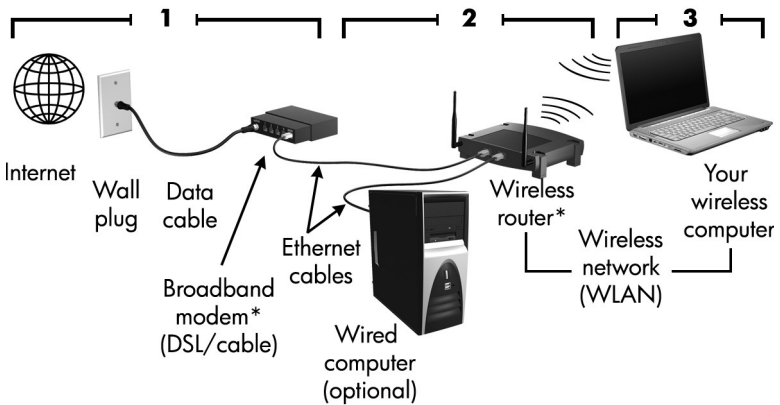
*Installation procedure varies based on manufacturer.

Step 1: Purchase and install a wireless router

Read this section carefully before you install the wireless router using the router manufacturer's instructions and your wireless computer. If you need technical assistance during the router installation, contact the router manufacturer.

✎ Temporarily connect your new wireless computer to the router by using the network cable provided with the router. This will ensure that the computer can access the Internet.

1. Be sure that the wireless device is off (the wireless light on the computer is amber). If the wireless device is on, press the wireless key to turn it off. For help locating the wireless key or light, refer to the *HP ENVY 15 User Guide* in Help and Support.
2. During the router installation, the router manufacturer's software allows you to change the network name (SSID) and enable security to protect the privacy of your wireless network. Many routers are shipped with a default network name and with security disabled. If you change the default network name or enable security during the router setup, record the information and store it in a safe place. You will need this information when you configure the computer and any other existing computers to access the router.

   ✎ If you do not enable security, an unauthorized wireless user can access the information on the computer and use your Internet connection without your knowledge. For more information on securing your wireless network, refer to the *HP ENVY 15 User Guide* in Help and Support.

The Windows operating system also provides tools to help you set up your wireless network for the first time. To use the Windows tools to set up your network, click **Start**, click **Control Panel**, click **Network and Internet**, click **Set up a new connection or network**, and then click **Set up a new network**. Follow the on-screen instructions.

Step 2: Configure the computer to connect to the wireless network

1. If the computer is off, turn it on.
2. Be sure that the wireless device is on (the wireless light is off). For help locating the wireless key or light, refer to the *HP ENVY 15 User Guide* in Help and Support.
3. Connect the computer to the wireless network:
   a. Click the network icon in the notification area, at the far right of the taskbar.
   b. Select the network to which you want to connect.
   c. Click **Connect**.
   d. If required, enter the security key.
4. Test the wireless network by opening your Web browser and accessing a Web site.

5   Multimedia features

The following section highlights the entertainment features of the computer.

Using multimedia software

The computer includes preinstalled multimedia software.

» To see a list of the software that is preinstalled on the computer, click **Start**, and then click **All Programs**.

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

If you have an external optical drive (purchased separately), you can also perform the following multimedia tasks:

- Playing digital media, including audio and video CDs, audio and video DVDs, and BDs
- Listening to Internet radio
- Creating (burning) data CDs
- Burning and editing audio CDs
- Burning and editing video DVDs or video CDs

  ✎ The external optical drive must be connected to the USB port on the computer, not to a USB port on another external device, such as a hub or docking station.

Installing multimedia software from a disc

Although your computer does not have an integrated optical drive, you can easily access software as well as install programs and access information in either of the following ways:

- Connect an external optical drive (purchased separately) to one of the USB ports on your computer.
- Share an optical drive that is connected to another computer on your network.

  ✎ Refer to the "Sharing optical drives" section in Chapter 2 for additional information.

Using HP MediaSmart

MediaSmart turns your computer into a mobile entertainment center. With MediaSmart, you can enjoy music and movies, and also manage and edit photo collections.

» To start MediaSmart, click **Start**, click **All Programs**, click **HP**, and then click **HP MediaSmart**.

MediaSmart includes the following features:

■ Internet TV—View a range of TV shows and channels, as well as the HP-TV channel streamed in full-screen mode to computers with an Internet connection.

■ Photo and video upload support, for example:

❏ Upload your MediaSmart photos to Internet photo storage sites, such as Snapfish.

❏ Upload your home videos (for example, fun videos created with the integrated webcam) directly to YouTube.

■ Pandora Internet radio (North America only)—Listen to music selected just for you, streamed from the Internet.

Using the webcam

Your computer includes an integrated webcam, located at the top of the display. With the preinstalled software, you can use the webcam to take a photo or record a video. You can then preview the photo or video recording, and save it on your computer hard drive. The webcam is a perfect companion to your instant messaging program.

» To access the webcam, click **Start**, click **All Programs**, click **HP**, click **HP MediaSmart**, and then click **HP MediaSmart Webcam**.

The webcam software enables you to experiment with the following features:

■ Capturing and sharing video
■ Streaming video with instant messaging software
■ Taking still photos

Using audio features

Your computer enables you to use a variety of audio features:

■   Playing music using your computer speakers and/or connected external speakers.

■   Controlling the bass with the Beats Audio feature (**fn+b**).

■   Recording sound using the internal microphone, or connect an external microphone.

■   Downloading music from the Internet.

■   Creating multimedia presentations using audio and images.

■   Transmitting sound and images with instant messaging programs.

■   Streaming radio programs.

■   Creating (burning) audio CDs with an optional optical drive.

Using video features

Your computer enables you to use a variety of video features:

■   Watch movies

■   Play games over the Internet

■   Edit pictures and video and create presentations

■   Connect external video devices

■   Watch TV over the Internet

Connecting an external monitor or projector

You can connect an external display such as a monitor or projector to the computer, using the HP HDMI to VGA Display Adapter (select models only). The adapter connects to the HDMI port on the computer.

Connecting an HDMI device

The computer includes an HDMI (High Definition Multimedia Interface) port. The HDMI port connects the computer to an optional video or audio device, such as a high-definition television, or any compatible digital or audio component.

✎ For more information on multimedia features, refer to the *HP ENVY 15 User Guide*. To access this guide, click **Start**, click **Help and Support**, and then click **User Guides**.

6 Updating software

Updating the software installed on the computer

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 installed on the computer as soon as the computer is connected to the Internet. To access links for updating installed software, refer to Help and Support.

Updating programs and drivers

Updated versions of the software provided with your computer may be available on the HP Web site.

Most software updates on the HP Web site are packaged in compressed files called SoftPaqs. Some download packages contain a file named Readme.txt, which contains information on installing and troubleshooting the file.

✎ For information on updating the BIOS, refer to the *HP ENVY 15 User Guide*. To access this guide, click **Start**, click **Help and Support**, and then click **User Guides**.

To download and install software other than a BIOS update, follow these steps:

1. Open your Web browser, go to http://www.hp.com/support, and select your country or region.

2. Click the option for software and driver downloads, type your computer model number in the Search box, and then press **enter**.

   – or –

   If you want a specific SoftPaq, enter the SoftPaq number in the Search box, press **enter**, and then follow the instructions provided. Proceed to step 6.

3. Click your specific product from the models listed.

4. Select your operating system.

5. When the list of drivers is displayed, click an updated driver to open a window containing additional information.

6. Click **Install now** to install the updated driver without downloading the file.

   – or –

   Click **Download only** to save the file to your computer. When prompted, click **Save**, and then select a storage location on your hard drive.

   After the file is downloaded, navigate to the folder where the file was stored, and double-click the file to install the driver.

7. If you are prompted to do so, restart your computer after the installation is complete, and then verify the operation of the device.

7   Backup and recovery

Tools provided by the operating system and by HP Recovery Manager software are designed to help you with the following tasks for safeguarding your information and restoring it in case of a system failure:

■   Backing up your information
■   Creating a set of recovery discs
■   Creating system restore points
■   Recovering a program or driver
■   Performing a full system recovery

Creating recovery discs

HP recommends that you create recovery discs to be sure that you can restore your system to its original factory state if you experience serious system failure or instability. Create these discs after setting up the computer for the first time.

✎ If your computer does not include an integrated optical drive, you can use an optional external optical drive (purchased separately) to create recovery discs, or you can purchase recovery discs for your computer from the HP Web site. The external optical drive must be connected to the USB port on the computer, not to a USB port on another external device, such as a hub or docking station.

Handle these discs carefully and keep them in a safe place. The software allows the creation of only one set of recovery discs.

Note the following guidelines before creating recovery discs:

■   You will need high-quality DVD-R, DVD+R, BD-R (writable Blu-ray) or CD-R discs. All these discs are purchased separately. DVDs have a larger storage capacity than CDs. If you use CDs, up to 20 discs may be required, whereas only a few DVDs are required.

　　✎ Double-layer discs and read-write discs—such as CD-RW, DVD±RW, and BD-RE (rewritable Blu-ray) discs—are not compatible with the Recovery Manager software.

■   The computer must be connected to AC power during this process.
■   Only one set of recovery discs can be created per computer.
■   Number each disc before inserting it into an optical drive.
■   If necessary, you can exit the program before you have finished creating the recovery discs. The next time you open Recovery Manager, you will be prompted to continue the disc creation process.

To create a set of recovery discs:

1. Click **Start**, click **All Programs**, click **Recovery Manager**, and then click **Recovery Disc Creation**.
2. Follow the on-screen instructions.

Backing up your information

As you add new software and data files, you should back up your system on a regular basis to maintain a reasonably current backup. Back up your system at the following times:

■   At regularly scheduled times

✎   Set reminders to back up your information periodically.

■   Before the computer is repaired or restored
■   Before you add or modify hardware or software

Note the following when backing up:

■   Create system restore points using the Windows System Restore feature, and periodically copy them to a disc.
■   Store personal files in the Documents library, and periodically back up this folder.
■   Back up templates stored in their associated programs.
■   Save the customized settings in a window, toolbar, or menu bar by taking a screen shot of the settings. The screen shot can be a time-saver if you have to reset your preferences.

To copy the screen and paste the image into a word-processing document:

   a.   Display the screen.
   b.   Copy the screen:

      ◆   To copy only the active window, press **alt+prt sc**.
      ◆   To copy the entire screen, press **prt sc**.

   c.   Open a word-processing document, click **Edit**, and then click **Paste**.
   d.   Save the document.

■   You can back up your information to an optional external hard drive, a network drive, or discs.
■   When backing up to discs, use any of the following types of discs (purchased separately): CD-R, CD-RW, DVD+R, DVD-R, or DVD±RW. The discs you use depend on the type of optical drive you are using.

✎   DVDs store more information than CDs, so using them for backup reduces the number of recovery discs required.

■   When backing up to discs, number each disc before inserting it into an optical drive.

Using Windows Backup and Restore

To create a backup using Windows Backup and Restore, follow these steps:

✎ Be sure that the computer is connected to AC power before you start the backup process.

✎ The backup process may take over an hour, depending on file size and the speed of the computer.

1. Click **Start**, click **All Programs**, click **Maintenance**, and then click **Backup and Restore**.
2. Follow the on-screen instructions to set up and create a backup.

   ✎ Windows® includes the User Account Control feature to improve the security of your computer. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings. Refer to Help and Support for more information.

Using system restore points

When you back up your system, you are creating a system restore point. A system restore point allows you to save and name a snapshot of your hard drive at a specific point in time. You can then revert back to that point if you want to reverse subsequent changes made to your system.

✎ Recovering to an earlier restore point does not affect data files saved or e-mails created since the last restore point.

You also can create additional restore points to provide increased protection for your system files and settings.

When to create restore points

■ Before you add or extensively modify software or hardware.

■ Periodically, whenever the system is performing optimally.

✎ If you revert to a restore point and then change your mind, you can reverse the restoration.

Creating a system restore point

1. Click **Start**, click **Control Panel**, click **System and Security**, and then click **System**.
2. In the left pane, click **System protection**.
3. Click the **System Protection** tab.
4. Under **Protection Settings**, select the disk for which you want to create a restore point.
5. Click **Create**.
6. Follow the on-screen instructions.

Restoring to a previous date and time

To revert to a restore point (created at a previous date and time) when the computer was functioning optimally, follow these steps:

1. Click **Start**, click **Control Panel**, click **System and Security**, and then click **System**.
2. In the left pane, click **System protection**.
3. Click the **System Protection** tab.
4. Click **System Restore**.
5. Follow the on-screen instructions.

Performing a recovery

✎ You can recover only files that you have previously backed up. HP recommends that you use Recovery Manager to create a set of recovery discs (entire drive backup) as soon as you set up your computer.

Recovery Manager software allows you to repair or restore the system if you experience system failure or instability. Recovery Manager works from recovery discs that you create or from a dedicated recovery partition (select models only) on the hard drive. However, computers that include a solid-state drive (SSD) may not have a recovery partition. If that is the case, recovery discs have been included with your computer. Use these discs to recover your operating system and software.

✎ Windows has its own built-in repair features, such as System Restore. If you have not already tried these features, try them before using Recovery Manager. For more information on these built-in repair features, click **Start**, and then click **Help and Support**.

✎ Recovery Manager recovers only the software that was preinstalled at the factory. Software not provided with this computer must be downloaded from the manufacturer's Web site or reinstalled from the disc provided by the manufacturer.

Recovering using the recovery discs

To restore the system from the recovery discs:

1. Back up all personal files.
2. Insert the first recovery disc into an optional external optical drive, and restart the computer.
3. Follow the on-screen instructions.

Recovering using the partition on the hard drive (select models only)

On some models, you can perform a recovery from the partition on the hard drive, which is accessed by pressing either the Start button or **f11**. This restores the computer to its factory condition.

✎ Computers with an SSD may not have a recovery partition. If the computer does not have a recovery partition, you will not be able to recover using this procedure. Recovery discs have been included for computers that do not have a partition. Use these discs to recover your operating system and software.

To restore the system from the partition, follow these steps:

1. Access Recovery Manager in either of the following ways:

   Click **Start**, click **All Programs**, click **Recovery Manager**, and then click **Recovery Manager**.

   – or –

   a. Turn on or restart the computer, and then press **esc** while the "Press the esc key for Startup Menu" message is displayed at the bottom of the screen.
   b. Press **f11** while the "Press <F11> for recovery" message is displayed on the screen.
      ✎ It may take several minutes for Recovery Manager to load.
2. In the Recovery Manager window, click **System Recovery**.
3. Follow the on-screen instructions.

A   Product information and troubleshooting

Input power

The power information in this section may be helpful if you plan to travel internationally with the computer.

The computer operates on DC power, which can be supplied by an AC or a DC power source. Although the computer can be powered from a standalone DC power source, it should be powered only with an AC adapter or a DC power source supplied and approved by HP for use with this computer.

The computer can operate on DC power within the following specifications.

Input power	Rating
Operating voltage	19.5 V dc @ 6.50 A - 120W
Operating current	6.50 A

✎ This product is designed for IT power systems in Norway with phase-to-phase voltage not exceeding 240 V rms.

✎ The computer operating voltage and current can be found on the system regulatory label on the bottom of the computer.

Operating environment

Factor	Metric	U.S.
Temperature		
Operating (writing to optical disc)	**5°C to 35°C**	41°F to 95°F
Nonoperating	**-20°C to 60°C**	-4°F to 140°F
Relative humidity (noncondensing)		
Operating	**10% to 90%**	10% to 90%
Nonoperating	**5% to 95%**	5% to 95%
Maximum altitude (unpressurized)		
Operating	**-15 m to 3,048 m**	-50 ft to 10,000 ft
Nonoperating	**-15 m to 12,192 m**	-50 ft to 40,000 ft

Traveling with the computer

For best results, follow these traveling and shipping tips:

■ Prepare the computer for traveling or shipping:

1. Back up your information.

2. Remove all discs and all external media cards, such as digital cards.

   ○ To reduce the risk of damage to the computer, damage to a drive, or loss of information, remove the media from a drive before removing the drive from a drive bay, and before shipping, storing, or traveling with a drive.

3. Turn off and then disconnect all external devices.

4. Shut down the computer.

■ Take along a backup of your information. Keep the backup separate from the computer.

■ When traveling by air, carry the computer as hand luggage, and do not check it in with the rest of your bags.

   ○ Avoid exposing a drive to magnetic fields. Security devices with magnetic fields include airport walk-through devices and security wands. The airport security devices that check carry-on luggage, such as conveyor belts, use X-rays instead of magnetism and will not damage a drive.

■ In-flight computer use is at the discretion of the airline. If you plan to use the computer during a flight, check with the airline in advance.

■ If the computer will be unused and disconnected from external power for more than 2 weeks, remove the battery and store it separately.

■ If you are shipping the computer or a drive, use suitable protective packaging and label the package "FRAGILE."

■ If the computer has a wireless device or a cell phone device installed, such as an 802.11b/g device, a Global System for Mobile Communications (GSM) device, or a General Packet Radio Service (GPRS) device, the use of these devices may be restricted in some environments. Such restrictions may apply onboard aircraft, in hospitals, near explosives, and in hazardous locations. If you are uncertain of the policy that applies to the use of a particular device, ask for authorization to use it before you turn it on.

■ If you are traveling internationally, follow these suggestions:

   ❏ Check the computer-related customs regulations for each country or region on your itinerary.

   ❏ Check the power cord and adapter requirements for each location in which you plan to use the computer. Voltage, frequency, and plug configurations vary.

   ○ To reduce the risk of electric shock, fire, or damage to the equipment, do not attempt to power the computer with a voltage converter kit sold for appliances.

Routine care

Cleaning the display

> ⊘ **CAUTION:** To prevent permanent damage to the computer, never spray water, cleaning fluids, or chemicals on the display.

To remove smudges and lint, frequently clean the display with a soft, damp, lint-free cloth. If the screen requires additional cleaning, use premoistened antistatic wipes or an antistatic screen cleaner.

Cleaning the TouchPad and keyboard

Dirt and grease on the TouchPad can cause the pointer to jump around on the screen. To avoid this, clean the TouchPad with a damp cloth, and wash your hands frequently when using the computer.

> ⊘ **WARNING:** To reduce the risk of electric shock or damage to internal components, do not use a vacuum cleaner attachment to clean the keyboard. A vacuum cleaner can deposit household debris on the keyboard surface.

Clean the keyboard regularly to prevent keys from sticking, and to remove dust, lint, and particles that can become trapped beneath the keys. A can of compressed air with a straw extension can be used to blow air around and under the keys to loosen and remove debris.

Troubleshooting resources

If you experience computer problems, perform these troubleshooting steps in the sequence provided until the problem is resolved:

1. Refer to "Quick troubleshooting," the next section in this chapter.
2. Access Web site links and additional information about the computer through Help and Support. Click **Start**, and then click **Help and Support**.

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

Quick troubleshooting

The computer is unable to start up

If the computer does not turn on when you press the power button, the following suggestions may help you resolve the problem:

■ If the computer is plugged into an AC outlet, unplug the computer, and then plug another electrical device into the outlet to be sure that the outlet is providing adequate power.

✎ Use only the AC adapter provided with the computer or one approved by HP for this computer.

■ If the computer is running on battery power, or if it 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 that the power cord and AC adapter connections are secure.

The TouchPad is behaving erratically

If the TouchPad is behaving erratically, follow these guidelines:

■ Be sure that TouchPad is on. If the TouchPad light is amber, quickly double-tap the TouchPad on/off button to turn on the TouchPad. If the TouchPad light is off, the TouchPad is on.

■ Follow these guidelines when using the TouchPad:

❑ Use one finger to navigate, click, or turn on/turn off the TouchPad.

❑ Use 2 fingers to control TouchPad gestures, such as scrolling, pinching/zooming, and rotating.

✎ To turn the TouchPad gestures off or explore other TouchPad features, click the **Synaptics** icon in the notification area at the far right of the taskbar, click the **Device Settings** tab, and then click **Settings**.

The computer screen is blank

If the screen is blank, but the computer is on and the power light is on, the computer may not be set to display the image on the computer screen. To transfer the image to the computer screen, press the **switch screen image** key.

Software is functioning abnormally

If the software is unresponsive or responds abnormally, follow these suggestions:

■ Restart the computer by clicking **Start**, clicking the arrow next to **Shut down**, and then clicking **Restart**.

If you cannot restart the computer using this procedure, refer to the next section, "The computer is on but is not responding."

■ Run a virus scan. For information about using the antivirus resources on the computer, refer to the antivirus software Help for more details.

The computer is on but is not responding

If the computer is on but is not responding to software or keyboard commands, try the following emergency shutdown procedures, in the sequence provided, until shutdown occurs:

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

- Press and hold the power button on the computer for at least 5 seconds.
- Disconnect the computer from external power and remove the battery.

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, turn off the computer to allow the computer to cool to room temperature. Then be sure to keep all vents free from obstructions while you are using the computer.

WARNING: To reduce the possibility of heat-related injuries or of overheating the computer, do not place the computer directly on your lap or obstruct the computer air vents. Use the computer only on a hard, flat surface. Do not allow another hard surface, such as an adjoining optional printer, or a soft surface, such as pillows or rugs or clothing, to block airflow. Also, do not allow the AC adapter to contact the skin or a soft surface, such as pillows or rugs or clothing, during operation. The computer and the AC adapter comply with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950).

✎ 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.

An external device is not working

Follow these suggestions if an external device does not function as expected:

- Turn on the device according to the manufacturer's instructions.
- Be sure that all device connections are secure.
- Be sure that the device is receiving electrical power.
- Be sure that the device, especially if it is older, is compatible with the operating system.
- Be sure that the correct drivers are installed and updated.

The wireless network connection is not working

If a wireless network connection is not working as expected, follow these suggestions:

■ Click **Start**, click **Control Panel**, click **Network and Internet**, and then click **Network and Sharing**.

■ Be sure that the wireless device is turned on (wireless light is off). If the light is amber, press the **wireless** key to turn on the wireless device.

■ Be sure that the computer wireless antennas are free from obstructions.

■ Be sure that the cable or DSL modem and its power cord are properly connected and that the lights are on.

■ Be sure that the wireless router or access point is properly connected to its power adapter and the cable or DSL modem, and that the lights are on.

■ Turn the wireless device off and then on again to resynchronize the device.

■ Disconnect and then reconnect all cables, and turn the power off and then back on.

✎ For more information on wireless technology, refer to the relevant Help topics and Web site links in Help and Support.

✎ For information on activating mobile broadband service, refer to the mobile network operator information included with your computer.

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