First-time Operation

Read the steps below to help you learn what parts are included, and to gain an understanding of some basic computer-related operations.
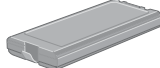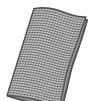
1 Confirm the inclusion of all parts.

Make sure the parts shown in the figure have been supplied. If any of these items are missing or are not working properly, contact Panasonic Technical Support.

AC Adaptor 1	AC Cord 1
Model No : CF-AA1653A	
Battery Pack 1	**Modem Telephone Cable 1**
Model No : CF-VZSU29	
Operating Instructions (This book)*¹ .... 1 **Windows® Book** .... 1 **Product Recovery CD-ROM** 3	

<Only for models with touchscreen>

| Soft Cloth 1	Stylus 1
	(☞ Reference Manual "Touchscreen")

*¹ If additional instructions are included with the computer, be sure to read them. It may be necessary to perform additional operations during the following procedures.

2 Read the LIMITED USE LICENSE AGREEMENT. (☞ page 35)

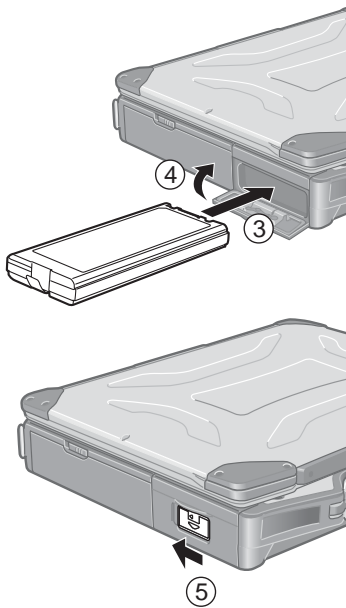Be sure to read the LIMITED USE LICENSE AGREEMENT before breaking the seal on the computer's packaging.

3 Insert the battery pack.

① Unlock the cover by sliding the latch to the right.
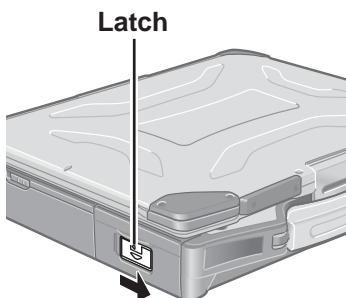
Latch

② Slide the latch down, and then without releasing it, open the cover as illustrated.

Cover

First-time Operation

③ Slide the battery pack inward until it is firmly in place.

> **CAUTION**
> ● Do not touch the terminals on the battery pack and the computer. The battery pack may no longer function properly if the contacts are dirty or damaged. Also, the computer may not operate properly.
> ● Be sure to insert the battery pack as illustrated.

④ Close the cover until it clicks into place.

⑤ Lock the cover by sliding the latch to the left.

> **CAUTION**
> ● Confirm that the latch lock is correctly in place. If you carry your computer without the latch lock in place, the battery pack may fall out.
> ● Before using the battery pack, carefully read "Precautions (Battery Pack)" (☞ page 7-8).

DC-IN Jack
⊖–ⓒ–⊕
DC IN 15.6 V

DC Plug
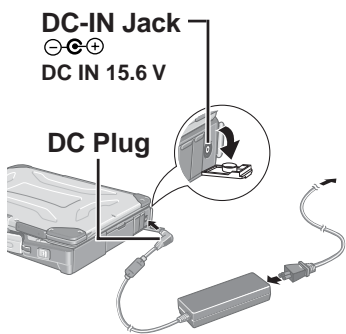
4 Connect your computer to a power outlet.

> **CAUTION**
> ● Be sure the AC adaptor is connected until completing the first-time use operation.
> ● When using the computer for the first time, do not connect any peripheral device except the battery pack and AC adaptor to the computer.
>
> **Handling the AC adaptor**
> ● Do not twist or pull the AC power cord forcefully. Doing so may damage the connections.
> ● Use only the specified AC adaptor with your computer. Using an AC adaptor other than the one supplied might damage the battery and/or the computer.
> ● When the DC plug is not connected to the computer, disconnect the AC cord from your AC wall outlet.
> ● Problems such as sudden voltage drops may arise during periods of thunder and lightning. Since this could adversely affect your computer, an uninterruptible power source (UPS) is highly recommended unless the battery pack is installed.
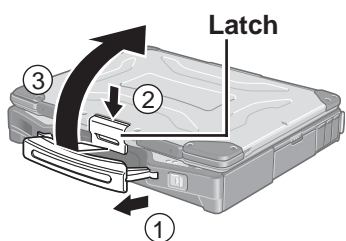
Latch

5 Open the display.
① Pull the carrying handle forward.
② Press the latch as illustrated.
③ Lift up the latch and open the display.
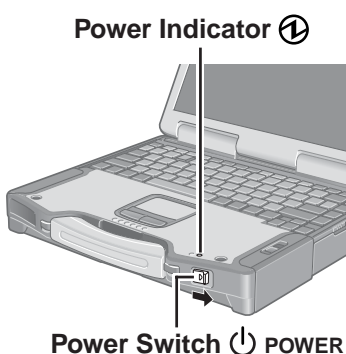
Power Indicator ⚡

6 Turn your computer on.
Slide the power switch and hold it for approximately one second until the power indicator turns on before releasing it.

> **CAUTION**
> ● Do not slide the power switch and hold it for more than four seconds; this will cause the power to be turned off forcibly.
> ● Do not slide the power switch repeatedly.
> ● Once the computer is powered off, you must wait at least ten seconds before powering it on again.

Power Switch ⏻ POWER

7 Setup Windows.

Moving the cursor ($\downarrow$) or clicking buttons can be performed with the touch pad.

NOTE

● The touchscreen does not work properly during the Windows setup.

CAUTION

● Do not press any keys or touch the touch pad until [Windows XP Professional Setup] is displayed.

① At [Welcome to the Windows XP Setup Wizard], select [Next].

② After reading the agreement, select [I accept this agreement] or [I don't accept this agreement], then select [Next].

NOTE

● If [I don't accept this agreement] is selected, the Windows setup will be aborted.

③ Select settings for your region, then select [Next].

④ Enter your name and organization and then select [Next].

⑤ Enter your computer name and administrator password and then select [Next].

CAUTION

● Remember this password! If the password is forgotten, Windows cannot be operated.

⑥ Enter the correct date, time and time zone, then select [Next].
The computer will restart.

NOTE

● It may take some time before the computer restarts and the screen of step ⑦ is displayed. Wait, and do not press any keys, or touch the touch pad, etc.

⑦ Enter your administrator password and select ➡.
Wait until the hard disk drive indicator (≡) has turned off.

NOTE

● When Windows setup is completed, the following message will be displayed at the bottom right of the screen: "Your computer might be at risk." Continue to the next step.
The message is generated by the [Security Center] function in [Control Panel], and does not indicate an error or malfunction. For more information about [Security Center]:

8 <Only for models with touchscreen>
Calibrate the touchscreen.

① Select [start] - [Control Panel] - [Printers and Other Hardware] - [Mouse] - [TouchScreen] - [Calibration].

② Touch the "+" mark on the calibration screen with the stylus (included) for about one second.

③ After the calibration procedure is executed (e.g., after the nine "+" marks are touched), the procedure ends when **(Enter)** is pressed.

④ Select [OK].

Getting Started

9 Create a new account.

① Select [start] - [Control Panel] - [User Accounts] - [Create a new account].
② Enter a name for the new account, then select [Next].
③ Select [Computer administrator], then select [Create Account].
④ <When you want to create a password for the new account>
    Select the new account you have created and select [Create a password].
    Follow the instructions on the screen to create a password.
⑤ Select [start] - [Turn Off Computer] - [Restart] to restart the computer.

CAUTION

● Remember this password! If the password is forgotten, Windows cannot be operated. You can create a password reset disk beforehand (☞ page 15).

NOTE

● **When creating a new user account:**
  • If you make mail settings, create password reset disks (☞ page 15), or conduct other related operations before creating the user account, you will be unable to use any previous mail history or settings.
  • When you create the first new account, you can only select [Computer administrator]. Once a "Computer Administrator" account has been created, you can create additional limited user accounts.
    Note also that only the added user account will be displayed in the Welcome screen. The account for the administrator created during Windows setup will not be displayed.
● The message "Your computer might be at risk," which is displayed at the bottom right of the screen, is generated by the "Security Center" function in Windows XP, and does not indicate an error or malfunction.
  To prevent this message from being displayed, select (red icon) on the taskbar, then select [Turn on Automatic Updates].
● About the Icon Enlarger:
  • If the characters or icons on the screen are too small and difficult to see, after completing step *9*, select [start] - [All Programs] - [Panasonic] - [Icon Enlarger]. This will allow you to magnify the display of characters and icons on the screen.
  • The [Icon Enlarger] can be set separately for each account.
● You can also use [Loupe Utility], which enlarges a part of the screen.(☞ Reference Manual "Loupe Utility")
<Only for models with wireless LAN>
● If you use the wireless LAN, be sure to refer to the Reference Manual's "Wireless LAN".

This concludes the first-time use operation guidelines.

Information for Windows XP

● Depending on the Windows settings, installed applications, and drivers, menus and other displays may differ, or some functions (such as use of the password reset disk) may be inoperable. Check with your system administrator for details.

● You can select Classic view for the Control Panel or select the Classic Start menu. You can also change the way a user logs on or off.
The procedure in this manual uses the method or view of the Windows XP default setting (not Classic view or Classic Start menu etc.).

● **Resetting the password**
Windows XP has a function to reset a forgotten password.
To use this function, you need to create a password reset disk beforehand following the steps below.
1 Select [start] - [Control Panel] - [User Accounts].
2 Select [Prevent a forgotten password] from the [Related Tasks] menu of the account you have logged on to, and create a password reset disk following the on-screen instructions. Store the password reset disk in a safe place.
  • Only the logon password for each account can be reset.
    The password set in the Setup Utility (☞ Reference Manual "Setup Utility") cannot be reset.
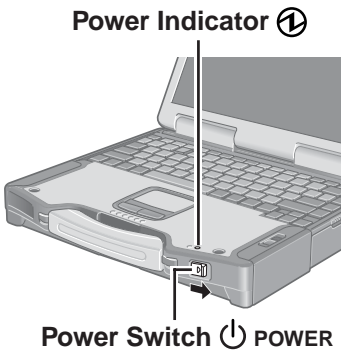
Starting Up/Shutting Down

Starting Up
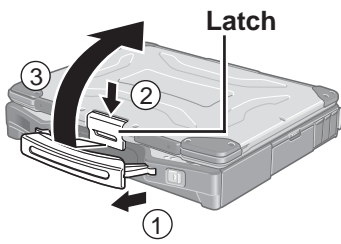
Latch

1 **Open the display.**

① Pull the carrying handle forward.
② Press the latch as illustrated.
③ Lift up the latch and open the display.

Power Indicator ⏻

2 **Turn your computer on.**

Slide the power switch and hold it for approximately one second until the power indicator turns on before releasing it.

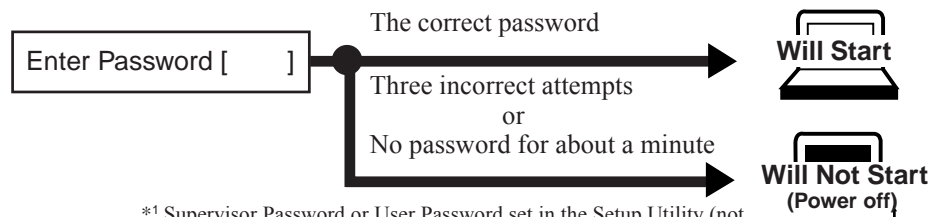**Power Switch ⏻ POWER**

> **CAUTION**
>
> ● Under the condition that both the AC adaptor and the port replicator are not connected, the power will not go on if the display is closed.
> ● While booting, avoid the following until the hard disk drive indicator (⊜) has turned off.
>   • Connecting or disconnecting the AC adaptor.
>   • Touching the power switch.
>   • Performing any keyboard, touch pad, touchscreen (only for models with touchscreen), or external mouse operations.
>   • Closing the display.
> ● Once the computer is powered off, you must wait at least ten seconds before powering it on again.
> ● When the CPU temperature rises, the computer may not power on to prevent the CPU from overheating. Should this happen, allow the computer to cool down then switch the power on again.
>   If the computer still does not power on, contact Panasonic Technical Support.

> **NOTE**
>
> ● When the power is turned on in a low-temperature environment, sometimes the message "Warming up the system. Please wait..." is displayed (up to 20 minutes) or the battery indicator alternately blinks green and orange. This function is designed to prevent hard disk drive malfunctions that may occur at low temperatures. Wait for the computer to start up.

● If [Enter Password] is displayed

Enter your password*¹ and press **Enter** . (☞ Reference Manual "Security Measures")

The correct password → **Will Start**

Enter Password [   ]

Three incorrect attempts
or
No password for about a minute → **Will Not Start** (Power off)

*¹ Supervisor Password or User Password set in the Setup Utility (not the Windows password).

Operation

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3 Log on to Windows.

After confirming that the hard disk drive indicator (⊜) has turned off, select the user and input the password, then select ➡. Until the correct password is entered, the computer will not operate.

4 Select your application.

You are able to start working on your computer.

NOTE

● The power saving function is factory set, so if there is no input from a key, the touch pad, the touchscreen (only for models with touchscreen) or an external mouse (when one is connected) for a certain interval of time, the power to the LCD and hard disk may be turned off. The LCD will resume operation when the touch pad, the touchscreen (only for models with touchscreen) or an external mouse (when one is connected) is used or a key is pressed.
The power to the LCD may be turned off even when an application software is being installed. In this case, because it is conceivable that a selection dialog box will be shown, do not press **Space** or **Enter** to attempt to resume from this condition as doing so may trigger a selection, but instead, press a key unrelated to the direct triggering of a selection, like **Ctrl**.
In addition, when the computer is left alone, it automatically enters the standby or hibernation mode. The computer will resume by sliding the power switch. (☞ Reference Manual "Standby/Hibernation Functions")

Operation

Starting Up/Shutting Down

Shutting Down (power off your computer)

1 **Save important data and close each application.**

2 **Select [start] - [Turn Off Computer].**

3 **Select [Turn Off].**

Your computer will power off automatically.

● **Restarting your computer (without shutting down)**
Select [Restart].

● **To shut down using the keyboard;**
Press ⊞ , Ⓤ , and select [Turn Off] with Ⓤ .

> **CAUTION**
>
> ● Do not do the following during the shutdown/restart procedure.
>   • Connecting or disconnecting the AC adaptor.
>   • Touching the power switch.
>   • Performing any keyboard, touch pad, touchscreen (only for models with touch-screen), or external mouse operations.
>   • Closing the display.

> **NOTE**
>
> ● **To quickly resume computer operation after shutting down,**
> The standby or hibernation function is available (☞ Reference Manual "Standby/Hibernation Functions").
>
> ● **When you leave the computer or interrupt your work...**
> If you use the "Standby" or "Hibernation" function, then when you turn on the power next time, the application software and files you were using before will be displayed, and you can restart the same operations immediately (☞ Reference Manual "Standby/Hibernation Functions").
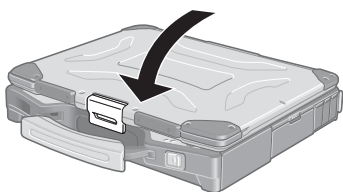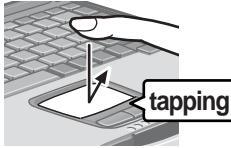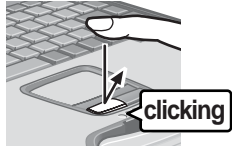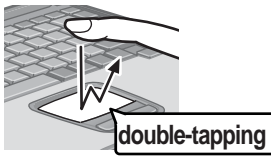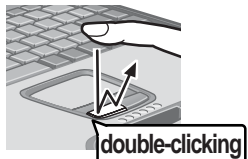
4 **Close the display until the latch clicks into place.**

Touch Pad (Basic Operation)

Work Surface

Right Button

Left Button
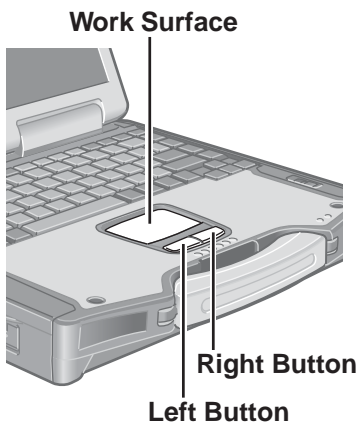
Use the touch pad to move the cursor on the screen and perform computer operations. For instructions on how to operate, refer to ^{Reference Manual} "Touch Pad".

Function	Touch Pad Operation	
Moving the Cursor	Move the tip of your finger lightly over the surface.	
Tapping/Clicking	tapping **or** clicking	
Double-Tapping/ Double-Clicking	double-tapping **or** double-clicking	
Dragging	**or**	
	Two quick taps, but on the second tap leaving your finger down (applying pressure) and moving it on the work surface.	While holding down the button, moving your finger on the work surface.

Handling the Touch Pad

- By design the touch pad is to be used with a finger tip only. Do not place any object on the work surface or press down forcefully with sharp-pointed objects (e.g., nails) or hard objects that can leave marks (e.g., pencils and ball point pen).
- Try to avoid having any harmful substances such as oil, come in contact with the touch pad. The cursor may not work properly in such cases.
- **When the touch pad becomes dirty:**
  Wipe to remove dirt by using a dry soft cloth such as gauze or a soft cloth first applied with detergent diluted with water and then thoroughly wrung.
  Do not use benzene, thinner, or rubbing alcohol. Doing so may adversely affect the surface, e.g., discoloration. In addition, do not use commercially-available household cleaners and cosmetics, as they may contain components harmful to the surface.

Operation

Reference Manual

The Reference Manual and the Important Tips can be accessed on your computer. When a printer is connected, these manuals can also be printed.

● Reference Manual

The Reference Manual explains functions for you to make greater use of the computer, such as how to add peripheral devices, how the Setup Utility works, and other useful information. (Refer to the cover of this manual for a list of the main contents included.)

● How to access the Reference Manual

Select [Reference Manual] in [start].

● Important Tips

Important Tips provides information on how to maximize use of the battery pack, which is necessary for computing away from your home or office.

<Only for models with touchscreen>
It also offers helpful explanations on how to use the touchscreen more effectively.

● How to access the Important Tips

Select 🗊 on the desktop.
Important Tips

Important Tips can also be accessed from [start] - [All Programs] - [Panasonic] - [On-Line Manuals] - [Important Tips].

When the Reference Manual or Important Tips is started up for the first time, the License Agreement of the Adobe Reader may be displayed. If it is displayed, after reading the agreement, select [Accept] to access the Reference Manual or Important Tips.
Refer to Adobe Reader Help to use the Adobe Reader.

> **NOTE**
>
> ● Illustrations may be difficult to view depending on the magnification. If the illustration is too small, magnify the display.
> ● If a printer is connected, we recommend printing the pages required. The illustrations and display samples may not be printed with a high quality.

Useful Information

Usage Environment

● Environment
- Operation: Temperature: 5 °C to 35 °C {41 °F to 95 °F}
  Humidity : 30% to 80% RH (No condensation)
  Storage: Temperature: -20 °C to 60 °C {-4 °F to 140 °F}
  Humidity : 30% to 90% RH (No condensation)

Even within the temperature and humidity ranges noted above, using the computer for long periods of time in an environment with exceptionally low or high temperatures or high humidity may result in deterioration of the product, which can lead to a reduction in product life.

> **NOTE**
>
> ● Only use the computer within the allowable temperature range.
>   When the computer is left powered on in a low temperature environment, set [Turn off hard disks] to [Never] in the following menu to avoid damage to the hard disk drive.
>   [start] - [Control Panel] - [Performance and Maintenance] - [Power Options] - [Power Schemes]

● Places not to use your computer
- ● Such areas may result in damage to the computer.
  Areas with electronic equipment
  These areas may interfere with your display or cause your computer to produce strange sounds.
  Areas with extremely high/low temperatures
- ● Do not leave things near the computer that are sensitive to heat. During operation, the computer may become warm.
- ● Before putting the computer away, be sure to wipe off any moisture.

Handling
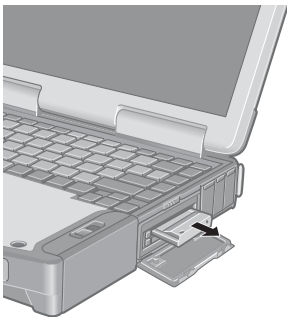
This computer has been designed so as to minimize shock to the LCD and hard disk drive, the leakage of liquid (e.g., water) on to the keyboard, etc., but no warranty is provided against such trouble. Therefore, as a precision instrument, be extremely careful when handling.
When carrying the computer, be sure to keep to the following:
- ● Turn off the computer.
- ● Remove all external devices, cables, and PC Cards sticking out of the computer (see the figure on the left) before transporting the computer.
- ● Do not drop or hit your computer against solid objects.
- ● Do not place the computer upright or allow it to tip over. When the computer receives extremely strong shock after falling, the hard disk or floppy disk drive, etc., may become inoperable.
- ● Do not carry the computer while the display is open, or carry it by gripping the display.
- ● Do not put anything (e.g., a piece of paper) between the display and keyboard.
- ● When taking an airplane, always carry your computer with you. Never check it in with luggage. Before using the computer inside an airplane, we recommend asking the airlines regarding their policy on this issue.
- ● Do not leave a disk in the drive while transporting your computer.
- ● When transporting spare batteries inside a package, briefcase, etc., it is recommended that the batteries be stored in a plastic bag.
We recommend the following:
- ● Preparing a fully charged battery pack (and optional charger, if possible).
- ● Making backup copies on discs and carrying them with you.

Useful Information

Maintenance

Display

<Models with touchscreen>

Use the Soft Cloth included with the computer. (For more information, refer to "Suggestions About Cleaning the LCD Surface" that come with the Soft Cloth.)

If the Protective Film becomes damaged, it may be time to replace your Protective Film. The Protective Film is a disposable item. To find out the model number of your Protective Film, contact Panasonic Technical Support. (For more information, refer to the "Operating Instructions" that come with the Protective Film.)

CAUTION

● Do not touch or use a touchscreen before you re-attach a Protective Film, as you may leave a mark or a scratch on the touchscreen.

<Models without touchscreen>

Avoid using water when cleaning the panel. Ingredients included in water may leave residue and reduce readability of the screen.

<When cleaning dust/dirt>

Avoid rubbing off dust/dirt with cloth since it may leave scratch on the screen.

Sweep dust/dirt with fine brush, then wipe it with "dry" soft cloth used for cleaning glasses.

<When cleaning oily surface>

Apply camera lens cleaner on a soft gauze and clean it with gentle force. Then, wipe with dry soft cloth used for cleaning glasses.

Areas excluding the display

Wipe these areas with a soft cloth, after applying water or detergent diluted with water to the soft cloth and firmly wringing out excess water.

CAUTION

● Do not use benzene, thinner, or rubbing alcohol. Doing so may adversely affect the surface, e.g., discoloration. In addition, do not use commercially-available household cleaners and cosmetics, as they may contain components harmful to the surface.

● Do not directly add or spray water or detergent. If liquid enters the inside of the computer, it may cause it to work improperly or be damaged.

Security Center/Antivirus Protection

Use the Windows Security Center function to protect Windows from damage by computer viruses, etc.

Windows Security Center

● **What is Windows Security Center?**

The Windows Security Center allows centralized management of Windows security information, and monitors antivirus measures and other Windows security settings to ensure optimum safety.

Use the Windows Security Center function to protect your computer from damage by viruses, etc.

Select [start] - [Control Panel] - [Security Center] to display the current settings for the following security functions.

• Windows Firewall

A security system for protecting the computer from unauthorized access via the Internet or other external networks.

The firewall regulates the data exchanged between the computer and the external network, so that only approved data can pass through.

At the time of purchase, the Windows Firewall is set to be enabled.

- Automatic Updates

   If your computer is connected to the Internet, this function regularly checks whether security updates and other important updates have been made available, and automatically installs these updates in their latest conditions.
- Virus Protection

   This function regularly checks whether antivirus software has been installed in the computer, and whether the version of that software is the latest version available.

If the message "Your computer might be at risk" is displayed

Read the message, select 🛡 (red icon) on the taskbar, and make the appropriate settings.
This message, which the Windows Security Center (☞ page 22) displays to confirm the security-related settings regularly, will be displayed until the settings are made more properly.

> **NOTE**
>
> ● This message does not indicate an error. You can use the computer while the message is displayed. However, in order to operate the computer more safely, we recommend making the appropriate measures to reduce damage from virus and other attacks, thus avoiding the appearance of this message.

Computer Viruses

Users are advised to purchase the latest versions of virus protection software and use them regularly.
We recommend you run the software:
• When booting your computer.
• After receiving data.
We recommend that you check data received on disks or from external sources, such as data downloaded from the Internet, e-mail, etc. (For compressed files, uncompress them before running a check).

Windows Update

You can use the latest patches and service packs for Windows with the following menus.
Do not apply "Driver Updates" even if a message to update a driver appears. If a driver update is required, contact to Panasonic Technical Support. (☞ page 44)
[start] - [All programs] - [Windows Update]

## Saving Data on the Hard Disk

- **Do not expose your computer to shock.**
  Use care when handling your computer, shock may damage your hard disk or make your software applications and data unusable.
- **Do not power off your computer while software applications are running or hard disk drive indicator (☰) is on.**
  Properly shut Windows down to avoid problems.
- **Save all valuable data to floppy disks, etc.**
  Backing up data to floppy disks, etc. will limit damage should trouble occur to your computer or should you inadvertently change or erase data.
- **Use the security function for all important data.** (☞ Reference Manual "Security Measures")

Hard Disk Lock

When the Hard Disk Lock is set to [Enable], it is impossible to read/write data from/to the hard disk when the hard disk is installed in a different computer, since a password is also set for the hard disk. When the hard disk is returned to the original computer, you can read and write data as before. In this case, however, make the settings in the Setup Utility exactly the same as they were before the hard disk was removed. (Note that this Hard Disk Lock does not guarantee complete protection of data.) (☞ Reference Manual "Security Measures")

Useful Information

Saving Data on Floppy Disks
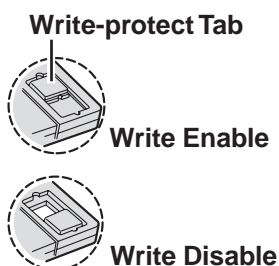
● **Do not power down your computer or press the disk eject button while the Multimedia pocket device indicator (⌷MP⌷) is on.**
Doing so may damage the data on the floppy disk and render the floppy disk useless.
● **Use care when handling floppy disks.**
To protect the data on your floppy disks or to prevent a floppy disk from becoming stuck in your computer, avoid the following:
• Sliding the shutter on the floppy disk manually.
• Exposing the floppy disk to a magnetic field.
• Storing the floppy disk in locations prone to high temperatures, low pitched noise, dampness, or dust.
• Applying more than one label on the floppy disk.
● **Confirm the contents of a floppy disk before formatting it.**
Confirm that no important data is on the floppy disk, because all data on the floppy disk will be erased.
● **Use the write-protect tab.**
This is a must for preserving important data. This prevents your data from being erased or overwritten.

Write-protect Tab

Write Enable

Write Disable

When Using Peripheral Devices

Pay strict attention to the following points to avoid damage to the computer, peripheral devices, cables, etc. Also, in addition to following this manual and the Reference Manual, carefully read the instruction manuals for the peripheral devices being used.
● Use only peripheral devices that conform to the computer's specifications.
● Connect the devices properly, paying close attention to the condition and position of the connectors.
● If a connection cannot be made easily, do not apply undue force; check once more to confirm the condition and position of the connector (alignment of pins, etc.) .
● If the connector has holding screws, fasten the screws firmly.
● Do not carry the computer with cables attached, and do not pull on the cables forcefully.

When Changing Hard Disk Partitions

When using the hard disk backup function, divide the hard disk into partitions when a backup area is created.(☞ page 37) If you divide the hard disk into partitions before creating the backup area, the backup area cannot be created.

When Disposing of or Transferring Ownership of This Device

When disposing of or transferring ownership of this device, erase all data on the hard disk in order to prevent the theft of hard disk data. Even if you delete data or initialize the hard disk through normal Windows commands, data can still be read using special software. In order to erase all data, either have the data erased by a specialist (at a charge) or use the hard disk data erase utility (included) (☞ page 41). (Note that this hard disk data erase utility does not guarantee that data will be completely erased.)
Also, note that if you transfer ownership of this device without deleting commercial software that you have installed to the hard disk, you may be in violation of the licensing agreement for that software.

Wireless LAN (only for models with wireless LAN)

● **To prevent theft of data or unauthorized access to the hard disk via a wireless LAN.**
If you plan to use wireless LAN functions, we recommend that you do so only after making the appropriate security settings, such as for data encryption.

Operation

List of Error Codes

When turning on the computer, if one of the following error codes or messages is displayed, follow the instructions shown below. If the problem persists, or if the error code or message displayed is not shown here, contact Panasonic Technical Support.

Error Code/Message	Action
0211: Keyboard error	● If an external keyboard or mouse is connected, disconnect these devices.
0251: System CMOS checksum bad - Default configuration used	An error has occurred in the memory that stores the Setup Utility settings. This error occurs when the memory content is changed through some inadvertent operation by a program or other function. ● Run the Setup Utility and load the default values, then change the settings to the appropriate values as needed. ● If the problem persists, the internal clock battery may need to be replaced. Contact Panasonic Technical Support.
0271: Check date and time settings	The data and time setting are incorrect. ● Run the Setup Utility and set the date and time correctly. ● If the problem persists, the internal clock battery may need to be replaced. Contact Panasonic Technical Support. (☞ page 44)
0280: Previous boot incomplete - Default configuration used	Startup has failed repeatedly, so the Setup Utility settings have been returned to their default values, and the computer has been restarted. ● Run the Setup Utility and load the default values, then change the settings to the appropriate values as needed.
02B0: Diskette drive A error	● Disconnect the floppy disk drive and reconnect it. Make sure the drive is secured correctly.
0613: Serial Port*¹ configuration changed **0614: Serial Port*¹ config. error - device disabled** ***¹ The port name, such as A or B, is displayed, indicating the conflicting ports.**	I/O address and IRQ settings are in conflict. ● Run the Setup Utility and change the settings in [Advanced] menu so there is no port conflicts.
Press <F2> to Setup	● Write down the error details and press (F2) to run the Setup Utility. Confirm the settings, and change the settings to the appropriate values as needed.

Operating System not found	The OS is not properly installed on the floppy disk or the hard disk that you are trying to boot from.
	● If the computer cannot be booted from the floppy disk, check the floppy disk drive to ensure that the disk is in fact bootable, and change it to another if not.
	● If the computer cannot be booted from the hard disk, confirm whether the hard disk is properly recognized in [Information] menu of the Setup Utility.
	  • If the hard disk is recognized, perform the reinstallation procedure.
	  • If not, contact Panasonic Technical Support.
	● If a device is connected to the USB port, disconnect the device, or run the Setup Utility and set [Legacy USB Support] in [Advanced] menu to [Disable].

Extended RAM Module Failed	● If the extended RAM module has not been inserted properly, or if an extended RAM module other than one matching the specifications has been inserted, a beep will sound and the message "Extended RAM Module Failed" will be displayed when turning the power on. In this case, turn the power off, confirm that the extended RAM module meets the specifications, and reinsert it.

● **To run the Setup Utility**
  1 Restart the computer.
  2 Press (F2) while [Panasonic] boot screen is displayed soon after the computer begins the startup procedure.

Dealing with Problems (Summary)

When a problem occurs, refer to this page. The "Reference Manual" also contains detailed information. If a problem appears to be related to a software application, read the software related manual. If you still cannot troubleshoot the problem, contact Panasonic Technical Support. You can use the PC Information Viewer to check the computer's usage status. (☞ Reference Manual "Dealing with Problems (Advanced)")

● Starting Up

The power indicator or battery indicator is not lit	● Check the cable connection for the AC adaptor. ● Check to see if a fully charged battery is properly installed. ● Remove the battery pack and disconnect the AC adaptor, then connect them again.
The computer does not operate when a USB device is connected	● The computer may not operate when certain USB devices are connected. Disconnect the USB device, or set [Legacy USB Support] to [Disable] in [Advanced] menu of the Setup Utility.
[Enter Password] is displayed	● Input your Supervisor Password or User Password. If you have forgotten it, contact Panasonic Technical Support. (☞ page 44)
POST Startup Error(s) is displayed	☞ page 25
Windows startup, or an operation is extremely slow	● Press ⟨F9⟩ in the Setup Utility (☞ Reference Manual "Setup Utility"). This will restore the Setup Utility's settings to their default values (except the password settings). Then, the Setup Utility must be run once again for you to input the appropriate operating environment settings. (The processing speed depends on the application software used, so this operation may not cause the processing speed to increase.) ● If you install resident software after purchasing this computer, disable the resident software.
The date and time are incorrect	● You can set the date and time using the following menu. [start] - [Control Panel] - [Date, Time, Language, and Regional Options] - [Date and Time] ● If you continue to experience problems, the internal battery maintaining the clock may need to be replaced. Contact Panasonic Technical Support. ● When the computer is connected to a LAN, confirm the date and time of the server. ● This computer will not correctly recognize the date and time starting from the year 2100 A.D.
When resuming from the standby or hibernation mode, [Enter Password] does not appear even if a password has been set in the Setup Utility	● Even when a password has been set in the Setup Utility, [Enter Password] does not appear when the computer resumes from the standby or hibernation mode. If you want to use the security function when using the standby or hibernation mode, use the Windows password as follows: 1 Select the account to change in [start] - [Control Panel] - [User Accounts] and set the password. 2 Add the check mark for [Prompt for password when computer resumes from standby] in [Control Panel] - [Performance and Maintenance] - [Power Options] - [Advanced].
When the administrator password is forgotten	● If you have created a password reset disk (☞ page 15), a message is displayed when you fail to correctly enter the password. Follow the message's instructions and set the password again by using the password reset disk. If you have not created a password reset disk, after reinstalling, setup Windows and then set the password again.
When "Remove disks or other media. Press any key to restart" (or a similar message) is displayed	● This means a floppy disk that does not contain system startup information has been left in the floppy disk drive. Remove the floppy disk, and press any key. ● This message may appear when certain USB devices are connected. Remove the USB device, or set [Legacy USB Support] in [Advanced] menu of the Setup Utility to [Disable]. ● If the message still appears even after trying the above two measures, this may be an indication that some type of hard disk failure has occurred. Contact Panasonic Technical Support.
[Executing Battery Recalibration] screen is displayed	● This screen appears because the Battery Recalibration was canceled before Windows was shut down last. To start up Windows, turn off the computer by sliding the power switch, and then turn it back on again.

● Starting Up (continued)

When the previous item is not the cause	● Press **F9** in the Setup Utility (☞ Reference Manual "Setup Utility"). This will restore the Setup Utility's settings to their default values (except the password settings).
	● Try removing all peripheral devices.
	● Check a disk error using the following procedure.
	   1 Select [Local Disk(C:)] with the right button in [start] - [My Computer], and select [Properties].
	   2 Select [Tools] - [Check Now].
	   3 Select [Start] after selecting required items in [Check disk options].
	● At startup, hold down **F8** when [Panasonic] boot screen disappears*¹, and release your finger when the Windows Advanced Options Menu is displayed. Start the computer in Safe Mode, and confirm the details of the error.
	   *¹ When [Password on boot] is set to [Enable], [Enter Password] appears after the [Panasonic] boot screen disappears. Hold down **F8** soon after inputting the password and pressing **Enter**.

● Display

No display after powering on	● When there is no display to an external display,
	   • Check your cable connection to the external display.
	   • Confirm your display is powered on.
	   • Check the settings for your external display.
	● The display destination may be set to the external display.
	   Try changing the display destination by pressing **Fn**+**F3**.
	   If you want to switch the display destination repeatedly by pressing **Fn**+**F3**, make sure that the display destination has switched completely each time before pressing **Fn**+**F3** again.
	● Press **Fn**+**F2** and adjust the brightness.

The power has not been turned off, but after a certain period of time, there is no display	● Has the computer been set to the power-saving mode? To resume operation of your computer from the condition the power of the display is off (for energy conservation purposes), press any key unrelated to the direct triggering of a selection, like **Ctrl**. ● To save power, your computer may have automatically entered the standby mode (power indicator blinks green) or hibernation mode (power indicator turns off). In such cases, slide the power switch.
When the battery pack is used, the screen is darker than when the AC adaptor is connected	● Press **Fn**+**F2** and adjust the brightness. Note, however, that when the brightness is increased, the battery running time will become shorter. Brightness can be set to separate levels for when the AC adaptor is connected and when it is disconnected.
An afterimage appears (e.g., green, red, and blue dots remain on the display) or there are dots not displaying the correct colors	● If an image is displayed for a prolonged period of time, an afterimage may appear. This is not a malfunction. The afterimage will disappear when a different screen is displayed. ● High-precision and advanced technologies are necessary in the production of color liquid crystal displays (color LCDs). Therefore, if 0.002% or less of the picture elements either fail to light or remain constantly lit (that is, more than 99.998% of elements are functioning properly), no defect is considered to exist.
The screen becomes disordered	● The screen display may become distorted if the resolution or number of colors is changed, or if an external display is connected or disconnected while the computer is operating. Restart the computer.
The external display no longer displays properly	● When an external display not compatible with the power saving mode is used with the computer, the display may not function correctly when the computer enters the power saving mode. In such cases, turn off the power to the external display.
When you want to display the fonts or icons at a larger size	● Change the size of the icons, etc. using "Icon Enlarger" (☞ Reference Manual "Icon Enlarger"). ● To enlarge a part of the screen, use Loupe Utility (☞ Reference Manual "Loupe Utility").

Troubleshooting

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Dealing with Problems (Summary)

● **Display (continued)**

During simultaneous display, one of the screens becomes disordered	● Try changing the display by pressing Fn + F3 . ● If you continue to experience problems, try changing the display destination in the following menu. [start] - [Control Panel] - [Other Control Panel Options] - [Intel(R) Extreme Graphics 2 M] - [Devices] ● When the [Command Prompt] is set to "Full Screen" by pressing Alt + Enter , the picture is displayed on one of the screens only. When the window display is restored by pressing Alt + Enter , the picture is displayed on both screens.
When an a moving picture such as an MPEG file is being played with Media Player, the display destination cannot be switched using Fn + F3	● The display destination cannot be switched while a moving picture such as an MPEG file is playing. Stop playing the moving picture before switching the display destination.

● **Shutting Down**

Windows cannot be shut down or restarted	● If a USB device is connected, try removing it. ● It may take one or two minutes to shutdown.

● **Battery Indicator**

The red indicator lights.	● The battery level is very low (the charge is approx. 9% or less). Connect the AC adaptor. You can use the computer when the battery indicator light is orange. If you do not have an AC adaptor, save your data and power off your computer. After replacing the battery pack with a fully charged one, turn your computer on.
The red indicator blinks	● Quickly save your data and power off your computer. Remove the battery pack and disconnect the AC adaptor, then connect them again. If the problem persists, contact Panasonic Technical Support. (page 44) The battery pack or charging circuit may be defective.
The green indicator blinks	● In high temperature mode, the battery is discharging to the level that corresponds to an 80%*[1] charge for normal temperature mode. (Reference Manual "Battery Power") Do not remove the battery pack while the battery indicator is blinking green. *[1] In high temperature mode, the level that corresponds to an 80% charge for normal temperature mode is displayed as [100%].
The battery indicator blinks green and orange alternately	● Warming up the system to prevent hard disk drive malfunctions at low temperature. Leave your computer as is. Once the allowable temperature range requirement is satisfied, your computer will start automatically.
The orange indicator blinks	● Battery cannot be recharged temporarily because the internal temperature of the battery pack is outside of the acceptable temperature range for recharging. Once the allowable range requirement is satisfied, charging begins automatically. Your computer can be used normally in this state.

Troubleshooting

● Touch Pad / Touchscreen (only for models with touchscreen)

The cursor cannot be controlled properly	● If you are using an external mouse, ensure that the external mouse has been connected correctly. ● Restart the computer by using the keyboard (Press [⊞] , [U] , and select [Restart] with [R]). ● If the computer does not respond to keyboard commands, read "No response" (☞ page 30).
The cursor does not move in scrolling area of the touch pad	● When the Microsoft® IntelliMouse™ Wheel mode or the original mode is set for the touch pad, only scroll operations are possible for the right part or bottom part of the touch pad. In this case, cursor operations are possible by using the work surface excluding the right part or bottom part. When no mode is set, the entire surface of the touch pad can be used for cursor operations.
Unable to input using the touch pad	● Has the Setup Utility been used to set [Touch Pad] to [Enable]? ● When external mouse drivers are installed (e.g., Intellimouse), the touch pad may not be used. ● Has the touch pad driver been properly installed?
Unable to point correctly with the stylus included with the computer	● As a result of the physical characteristics of the touchscreen, sometimes the position of the stylus does not match the position of the cursor on the screen. This is not a malfunction. Perform [Calibration] (☞ page 13).
Unable to input by touching the display	● Has the Setup Utility been used to set [Touchscreen] to [Enable]? ● When mouse drivers are installed (i.e. IntelliMouse), the touchscreen is unable to be used. ● Has the touchscreen driver been properly installed?

● Reference Manual

The Reference Manual is not displayed	● Is Adobe Reader installed? If you have uninstalled Adobe Reader, install using the following procedures. *1* Select [start] - [Run], input [c:\util\reader\AdbeRdr60_enu_full.exe], then select [OK]. Install Adobe Reader by following the instructions on the screen. *2* Update Adobe Reader to its latest version. If your computer is connected to the Internet, start up Adobe Reader and select [Help] - [Update]. If your computer is not connected to the Internet, select [start] - [Run], input [c:\util\reader\Acro-Reader_6.0.2_Update.exe], then select [OK].

● Fast User Switching function

Some applications may not work properly	● When switching to a different user with the Fast User Switching function, the following problems may occur. • Some applications may not work properly. • Key combinations with the Fn key may not work. • It may not be possible to set the settings of the display. • A serial mouse may not work. • <Only for models with wireless LAN> Wireless LAN may not work. In this case, log off all users without using Fast User Switching function, and try the operation once more. If the problem persists, restart the computer.

Troubleshooting

Dealing with Problems (Summary)

● **Others**

No response	● Press $\boxed{\text{Ctrl}}$ + $\boxed{\text{Shift}}$ + $\boxed{\text{Esc}}$ to open Task Manager and close the software application which is not responding. ● Is there an input screen (e.g., password input screen at startup) hidden behind another window? Use $\boxed{\text{Alt}}$ + $\boxed{\text{Tab}}$ to check for other windows being displayed. ● After shutting down by sliding the power switch for more than four seconds, slide the power switch to power on and open the application again. If the program no longer works normally, delete the program using the following menu. Then reinstall the program. [start] - [Control Panel] - [Add or Remove Programs]
When trying to play back video files using Windows® Media Player, the message [Codec required] appears, and the file cannot be played back	● Some video files use a Codec that is not installed as a standard. In these cases, if you play back the video file after connecting to the Internet, the Codec may be downloaded automatically, allowing you to play back the file.
Cannot start a network-used program, or cannot share files or printers	● If you cannot start up a program or share files, this may be because the "Firewall (Windows Firewall)" in the "Windows Security Center" is set to be enabled. If this function is set to be enabled, damage from viruses and other attacks is reduced, but some programs and functions cannot be operated. To use the program or to share files or printers: You can use programs or other functions without the effects of the Windows Firewall by registering them as an exception in the Windows Firewall settings (it is not necessary to disable the Windows Firewall). Note, however, that if a program is registered as an exception, there is a risk of damage from viruses or other attacks. Before registering a program as an exception, confirm the program's safety with the manufacturer or other reliable source. **1** Select [start] - [Control Panel] - [Security Center] - [Windows Firewall]. **2** Select [Exceptions]. **3** To register a network game or other programs as an exception: Select [Add Program], select the program, and select [OK]. To set access through a specified port as an exception: Select [Add Port], set the port, and select [OK]. To set a file or printer as an exception: Add the check mark for [File and Printer Sharing]. **4** Confirm that there is a check mark for the item to be set as an exception, and select [OK].
Is it necessary to enable the Windows Firewall?	● The Windows Firewall is a security function designed to protect your computer from unauthorized access via the Internet and other external networks. The firewall regulates the data exchanged between the computer and the external network, so that only approved data can pass through. We recommend that you use your computer with the Firewall enabled to minimize damage from viruses and other malicious attacks. ● When installing additional commercially available firewall software, we recommend that you disable the Windows Firewall settings, as the new software may interfere with the Windows Firewall functions. For details, refer to the manual accompanying the firewall software to be installed.
When "Automatic Updates" is enabled, will all updates be downloaded (or installed)?	● Only Windows Update programs with a high level of priority will be automatically downloaded (or installed). Update programs with a comparatively low level of importance will not be downloaded (or installed) automatically. Check regularly whether new update programs have become available.
Security Center warning function does not operate	● The Security Center warning function will not operate if you are using a network domain, for example at a company.

Troubleshooting