



# Toshiba X500-Q840S User Manual

X500-q840s user's guide



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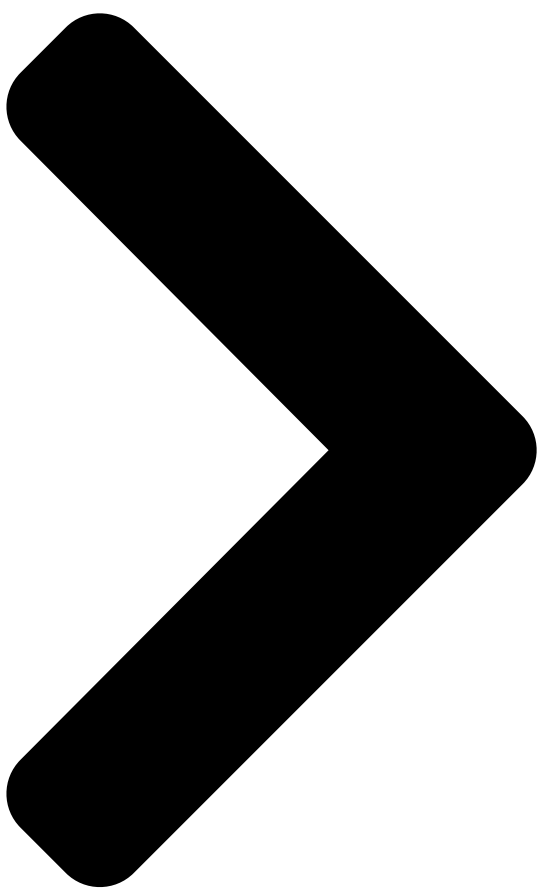
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## Quick Links

[1 Your Computer's Features and Specifications](#)

[2 Adding Memory \(Optional\)](#)

[Download this manual](#)



# User's Guide

If you need assistance:



# TOSHIBA

Toshiba's Support Web site

[pcsupport.toshiba.com](http://pcsupport.toshiba.com)



**Leading Innovation >>>**

Toshiba Customer Support Center

Calling within the United States (800) 457-7777

Calling from outside the United States (949) 859-4273

For more information, see

[page 170](#)

in this guide.

# TOSHIBA

## X500 Series **Leading Innovation >>>**

["If Something Goes Wrong" on](#)

GMAD00215011

08/09

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## Related Manuals for Toshiba X500-Q840S

[Laptop Toshiba Qosmio X500 Maintenance Manual](#)

(277 pages)

[Laptop Toshiba Satellite P500 User Manual](#)

(227 pages)

[Laptop Toshiba Satellite P500 User Manual](#)

Portable personal computer (223 pages)

[Laptop Toshiba Satellite P500-BT2G22 User Manual](#)

Portable personal computer (213 pages)

[Laptop TOSHIBA P500 User Manual](#)

Portable personal computer (202 pages)

[Laptop Toshiba Satellite L555-S7008 Specifications](#)

Toshiba satellite l555-s7008: specifications (4 pages)

[Laptop Toshiba Qosmio X500-Q895S Specifications](#)

Toshiba qosmio x500-q895s: specifications (4 pages)

[Laptop Toshiba Qosmio X500-Q930x Specifications](#)

Toshiba qosmio x500-q930x: specifications (4 pages)

[Laptop Toshiba Qosmio X505-Q8100 Specifications](#)

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[Laptop Toshiba Qosmio X505-Q850 Specifications](#)

Toshiba qosmio x505-q850: specifications (4 pages)

[Laptop Toshiba Qosmio X505-Q860 Specifications](#)

Toshiba qosmio x505-q860: specifications (4 pages)

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Toshiba qosmio x505-q870: specifications (4 pages)

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[Laptop Toshiba Qosmio X505-Q882 Specifications](#)

Toshiba qosmio x505-q882: specifications (4 pages)

## Summary of Contents for Toshiba X500-Q840S

**Page 1** User's Guide If you need assistance: ♦ Toshiba's Support Web site pcsupport.toshiba.com ♦ Toshiba Customer Support Center Calling within the United States (800) 457-7777 Calling from outside the United States (949) 859-4273 For more information, see page 170 in this guide.

**Page 2** TOSHIBA AMERICA INFORMATION SYSTEMS, INC. ("TOSHIBA"), ITS AFFILIATES AND SUPPLIERS DO NOT WARRANT THAT OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR FREE. YOU AGREE THAT TOSHIBA,...

**Page 3** Only Peripherals complying with the FCC Class B limits may be attached to this

equipment. Operation with noncompliant peripherals or peripherals not recommended by Toshiba is likely to result in interference to radio and TV reception. Shielded cables must be used between the external devices and the computer's ports.

#### [Page 4: Industry Canada Requirement](#)

Contact either: ♦ Toshiba's Support Web site at [pcsupport.toshiba.com](http://pcsupport.toshiba.com). ♦ Or call the Toshiba Customer Support Center: Within the United States at (800) 457-7777 Outside the United States at (949) 859-4273 Industry Canada Requirement This Class B digital apparatus complies with Canadian ICES-003.

#### [Page 5: Telephone Company Procedures](#)

Toshiba Corporation, Toshiba America Information Systems, Inc. or an authorized representative of Toshiba, or the Toshiba Customer Support Center within the United States at (800) 457-7777 or Outside the United States at (949) 859-4273. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

[Page 6](#) Alarm Equipment If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer. Instructions for IC CS-03 Certified Equipment NOTICE: The Industry Canada label identifies certified equipment.

#### [Page 7: Wireless Interoperability](#)

Wireless Interoperability The TOSHIBA Wireless LAN Mini PCI Card products are designed to be interoperable with any wireless LAN product that is based on Direct Sequence Spread Spectrum (DSSS) radio technology, and is compliant to: ♦ The IEEE 802.11 Standard on Wireless LANs (Revision A/B/G), as defined and approved by the Institute of Electrical and Electronics Engineers.

#### [Page 8: Wireless Lan And Your Health](#)

The radiated output power of the TOSHIBA Wireless LAN Mini PCI Card is far below the FCC radio frequency exposure limits. Nevertheless, the TOSHIBA Wireless LAN Mini PCI Card shall be used in such a manner that the potential for human contact during normal operation is minimized. The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

[Page 9](#) Canada - Industry Canada (IC) This device complies with RSS 210 of Industry Canada. The installer of this radio equipment must ensure that the antenna is located or pointed such that it does not emit RF field in excess of Health Canada limits for the general population;...

[Page 10](#) This Directive applies to EU member countries only and does not apply to end users in other countries such as the United States. Although the initial emphasis is in Europe, Toshiba is already working with design engineers, suppliers, and other partners to determine appropriate worldwide product life cycle planning and end-of-life strategies for our products.

[Page 11](#) VCCI Class B Information Modem Warning Notice Conformity Statement The equipment has been approved to [Commission Decision "CTR21"] for pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTNs provided in different countries/regions the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point.

[Page 12](#) 2. If this equipment causes RF interference to other radio stations, promptly change the frequency being used, change the location of use, or turn off the source of emissions. 3. Contact TOSHIBA Direct PC if you have problems with interference caused by this product to Other Radio Stations. 2. Indication The indication shown below appears on this equipment.

#### [Page 13: Device Authorization](#)

FH: This equipment uses FH-SS modulation. The interference range of this equipment is less than 10m. This equipment uses a frequency bandwidth from 2,400 MHz to 2,483.5 MHz. 3. TOSHIBA Direct PC Monday - Friday: 10:00 - 17:00 Toll Free Tel: 0120-15-1048 Direct Dial:

## [Page 14: Radio Approvals For Wireless Devices](#)

Radio Approvals for Wireless Devices NOTE The following information is dependent on what type of wireless device is in your computer. Not all devices are available on all models. Approved Countries/Regions for the Intel Link 5100/5300 Series This equipment is approved to the radio standard by the countries/regions in the following table.

[Page 15](#) Malawi Martinique Monaco Morocco New Zealand Oman Paraguay Poland Qatar Russia San Marino Singapore South Africa Sri Lanka Tahiti Turk Islands United Kingdom Vatican Virgin Islands Approved Countries/Regions for the Atheros Link AR5B95 Series This equipment is approved to the radio standard by the countries/regions in the following table.

[Page 16](#) Finland Ghana Herzegovina Hungary Indonesia Italy Jordan Kuwait Lebanon Lithuania Malaysia Monaco Namibia New Zealand Norway Panama Peru Portugal Romania Senegal Slovak Republic South Korea Sweden Thailand Ukraine Yemen Europe - Restrictions for use of 2.4 GHz Frequencies in European Community Countries België/ For private usage outside buildings across public grounds over less than Belgique:...

[Page 17](#) Dans le cas d'une utilisation privée, à l'extérieur d'un bâtiment, au-dessus d'un espace public, aucun enregistrement n'est nécessaire pour une distance de moins de 300m. Pour une distance supérieure à 300m un enregistrement auprès de l'IBPT est requise. Pour les enregistrements et licences, veuillez contacter l'IBPT.

[Page 18](#) European Community Countries Iceland, Spain O: allowed x: forbidden ♦ To remain in conformance with European spectrum usage laws for Wireless LAN operation, the above 2.4 GHz and 5 GHz channel limitations apply. The user should use the wireless LAN utility to check the current channel of operation.

[Page 19](#) China Croatia Denmark Egypt Finland Ghana Honduras Iceland Ireland Japan Kenya Latvia Liechtenstein Macedonia Mexico Mozambique Nicaragua Pakistan Paraguay Poland Qatar Serbia Slovenia Spain Switzerland Trinidad United Kingdom Venezuela Approved Countries/Regions for the Realtek This equipment is approved to the radio standard by the countries/regions in the following table.

[Page 20](#) Cambodia China Croatia Denmark Egypt Finland Germany Hong Kong India Israel Japan Kenya Latvia Lithuania Malaysia Monaco Netherlands Antilles Netherlands Norway Panama Peru Portugal Romania Serbia Slovenia Spain Switzerland Trinidad UAE (United Arab Emirates) Uruguay Vietnam Canada Chile Colombia Costa Rica Cyprus Czech Republic Dominican Republic Ecuador...

[Page 21](#) Approved Countries/Regions for the Realtek This equipment is approved to the radio standard by the countries/regions in the following table. Do not use this equipment except in the countries/regions in the following table. Albania Australia Bahrain Bolivia Brunei Canada Colombia Cyprus Dominican Republic El Salvador...

[Page 22](#) Approved Countries/Regions for use for the ® Intel PRO/Wireless 3945ABG Network Connection This equipment is approved to the radio standard by the countries/regions in the following table. Do not use this equipment except in the countries/regions in the following table. NOTE An adhoc mode is available in Ch1-Ch11(802.11b/g), An Infrastructure mode is available in Ch1-Ch11 (802.11b/g)

[Page 23](#) 11a, 11b, 11g and 11n wireless are based on IEEE 802.11a, 802.11b, 802.11g and 802.11n respectively. The IEEE 802.11n specification has not been finalized and is currently in draft release. The TOSHIBA 11a/b/g/n Wireless LAN Adapters are based on the Draft Release, Version 1.0, of the IEEE 802.11n specification.

## [Page 24: Bluetooth Wireless Technology Interoperability](#)

Always use Bluetooth cards from TOSHIBA in order to enable wireless networks over two or more (up to a total of seven) TOSHIBA portable computers using these cards. Please contact TOSHIBA computer product support on Web site <http://www.toshiba-europe.com/computers/tnt/bluetooth.htm> in Europe or [pcsupport.toshiba.com](http://pcsupport.toshiba.com) in the United States for...

## [Page 25: Bluetooth Wireless Technology And Your Health](#)

Approved Countries/Regions for use (Bluetooth technology) ® Bluetooth Card from Toshiba equipment is approved to the radio standard by the countries/regions in the following table. Do not use this equipment except in the countries/regions in the following table. Argentina Belgium...

## [Page 26: Regulatory Statements](#)

The radiated output power of the Bluetooth Card from TOSHIBA is far below the FCC radio frequency exposure limits. Nevertheless, the Bluetooth Card from TOSHIBA shall be used in such a manner that the potential for human contact during normal operation is minimized.

[Page 27](#) Never attempt to disassemble, adjust or repair an optical drive. You could damage the drive. You would also be exposed to laser light or other safety hazards, resulting in serious injury. Always contact an authorized Toshiba service provider, if any repair or adjustment is required.

[Page 28](#) Copyright This guide is copyrighted by Toshiba America Information Systems, Inc. with all rights reserved. Under the copyright laws, this guide cannot be reproduced in any form without the prior written permission of Toshiba. No patent liability is assumed, however, with respect to the use of the information contained herein.

[Page 29](#) Atheros is a registered trademark of Atheros Communications, Inc. Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Toshiba is under license. Other trademarks and trade names are those of their respective owners.

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## [Page 37: Introduction](#)

You can wake the computer from Sleep mode by pressing the power button. See the “Mobile Computing” section of the Toshiba User’s Guide for more information on using power management settings to...

[Page 38](#) (RoHS), which restricts use of lead, cadmium, mercury, hexavalent chromium, PBB, and PBDE. Toshiba requires its computer component suppliers to meet RoHS requirements and verifies its suppliers’ commitment to meeting RoHS requirements by conducting component sampling inspections during the product design approval process.

## [Page 39: This Guide](#)

Toshiba’s Web site at [pcsupport.toshiba.com](http://pcsupport.toshiba.com). While Toshiba has made every effort at the time of publication to ensure the accuracy of the information provided herein, product specifications, configurations, prices, system/component/options availability are all subject to change without notice.

## [Page 40: Safety Icons](#)

Introduction Safety icons Safety icons This manual contains safety instructions that must be observed to avoid potential hazards that could result in personal injuries, damage to your equipment, or loss of data. These safety cautions have been classified according to the seriousness of the risk, and icons highlight these instructions as follows: Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

## [Page 41: Your Computer's Features And Specifications](#)

To stay current on the most recent software and hardware options for your computer, and for other product information, be sure to regularly check the Toshiba Web site at [pcsupport.toshiba.com](http://pcsupport.toshiba.com). If you have a problem or need to contact Toshiba, see Goes Wrong” on page Introduction...

## [Page 42: Chapter 1: Getting Started](#)

Chapter 1 Getting Started This chapter provides tips for using your computer effectively, summarizes how to connect components, and explains what to do the first time you use your computer. The “Instruction Manual for Safety and Comfort,” that is shipped with your computer, contains important safety information.

## [Page 43: Keeping Yourself Comfortable](#)

Extreme heat, cold, or humidity. ♦ Liquids and corrosive chemicals. Keeping yourself comfortable The Toshiba Instruction Manual for Safety and Comfort, included with your computer, contains helpful information for setting up your work environment and tips for working comfortably throughout the day.

[Page 44](#) Getting Started Selecting a place to work ♦ ♦ Read the “Avoid extended contact between computer base/palm rest and skin” section in the “Instruction Manual for Safety and Comfort” that is shipped with your computer. Never place a heavy object on the computer and be careful not to drop a heavy object onto the computer.

## [Page 45: Important Information On Your Computer's Cooling Fan](#)

Important information on your computer’s cooling fan Your computer may have a CPU cooling fan that cools the CPU by drawing outside air into the computer. Always make sure your computer and AC adaptor have adequate ventilation and are protected from overheating when the power is turned on or when an AC adaptor is connected to a power outlet (even if your computer is in Sleep mode).

## [Page 46: Connecting To A Power Source](#)

TOSHIBA Battery Charger (that may have been provided with your computer), or use AC adaptors and battery chargers specified by TOSHIBA to avoid any risk of fire or other damage to the computer. Use of an incompatible AC adaptor or Battery Charger could cause fire or damage to the computer possibly resulting in serious injury.

[Page 47](#) To connect AC power to the computer: Connect the power cord/cable to the AC adaptor. (Sample Illustration) Connecting the power cord/cable to the AC adaptor Handling the

cord on this product will expose you to lead, a chemical known to the State of California to cause birth defects or other reproductive harm.

### [Page 48: Charging The Main Battery](#)

Getting Started Charging the main battery The computer's main battery light gives you an indication of the main battery's current charge: ♦ Glows amber while the main battery is being charged (AC adaptor connected) ♦ Glows red when the main battery is fully charged ♦...

### [Page 49: Using The Computer For The First Time](#)

NOTE Battery life and charge time may vary depending on the applications, power management settings, and features used. Using the computer for the first time The computer is now ready for you to turn it on and begin using it. Opening the display panel Facing the front of the computer, locate the center of the display panel.

### [Page 50: Turning On The Power](#)

Getting Started Using the computer for the first time Small bright dots may appear on your screen display when you turn on your computer. Your display contains an extremely large number of thin-film transistors (TFT) and is manufactured using high-precision technology.

### [Page 51: Setting Up Your Software](#)

Product registration can be completed by either visiting the Toshiba Web site at <http://www.register.toshiba.com>, or by clicking Start, All Programs, My Toshiba, and then Toshiba Registration. Failure to complete Product Registration will not diminish Customer rights under the Toshiba standard limited Warranty.

### [Page 52: Adding Memory \(Optional\)](#)

NOTE Before adding external devices or memory, Toshiba recommends setting up your software. See Installing a memory module Memory modules can be installed in the memory module slots on the base of the computer.

[Page 53](#) The computer has two memory slots—Slot A and Slot B. You can install one or two memory modules. Before you install or remove a memory module, turn off the computer using the Start menu. If you install or remove a memory module while the computer is in Sleep or Hibernation mode, data will be lost.

[Page 54](#) Getting Started Adding memory (optional) Remove the main battery. For information on removing the main battery, see on page 121. (Sample Illustration) Locating the memory module slot cover Using a small Phillips screwdriver, loosen the captive screws that secures the memory module slot cover. Front of computer (Sample Illustration) Removing the memory module slot cover Remove the memory module slot cover.

[Page 55](#) Avoid touching the connector on the memory module or on the computer. Grease or dust on the connector may cause memory access problems. Carefully remove the new memory module from its antistatic packaging, without touching its connector. Locate an empty memory module slot on the underside of the computer.

[Page 56](#) Getting Started Adding memory (optional) Firmly press the memory module into the memory slot's socket at approximately a 30-degree angle (to the horizontal surface of the computer). (Sample Illustration) Inserting the memory module into the socket Once the module's connector is fully inserted into the socket, press downward on the top edge of the module to seat the module into the latches at the sides of the socket.

[Page 57](#) NOTE For this model, Slot A is the bottom slot. Slot B is the top slot. If only one memory module is to be installed, it must be installed in Slot A. Replace the memory module slot cover and secure it using the screws.

### [Page 58: Removing A Memory Module](#)

Getting Started Adding memory (optional) Removing a memory module If you need to remove a memory module: Complete steps page 52 to shut down the computer and open the memory module slot cover. Do not try to remove a memory module with the computer turned on. You can damage the computer and the memory module.

[Page 59](#) Gently lift the memory module to a 30-degree angle and slide it out of the slot. Front of computer (Sample Illustration) Removing the memory module Replace the memory module slot cover and secure it using the screws. Re-insert the main battery. For more information on inserting the main battery, see Turn the computer right side up.

### [Page 60: Checking Total Memory](#)

Getting Started Recovering the Internal Storage Drive Checking total memory When you add or remove a memory module, you can check that the computer has recognized the change. To do this: ♦ Click Start, Control Panel, System and Security, and then System.

### [Page 61: Recovering To Out-Of-Box State \(Recommended Recovery Method\)](#)

DVDs/media before using your system for the first time. For more information on creating recovery DVDs/media, see "Creating recovery DVDs/media" on page ♦ The Toshiba Recovery Wizard also provides the option of erasing your internal storage drive, without restoring the information on the drive. See more information.

[Page 62](#) Getting Started Recovering the Internal Storage Drive You can recover the original factory image (returning the computer to its out-of-box state) using the utilities stored on your computer's internal storage drive or using recovery DVDs/media, if you have created such media. To recover using the first method, follow the procedure below.

[Page 63](#) Recovering the Internal Storage Drive When the Toshiba Recovery Wizard opens and the Selecting a process screen displays, select Recovery of Factory Default Software and then click Next. (Sample Image) Selecting a Process screen The Recovery of Factory Default Software screen appears.

### [Page 64: Recovering To A Custom Size Partition](#)

Getting Started Recovering the Internal Storage Drive Click Next to begin the recovery. When the process is complete, a message displays indicating that the internal storage drive has been recovered. Press any key on the keyboard to restart the computer. Recovering to a custom size partition Recovering to a custom size partition deletes all partitions on the drive and all information stored in those partitions.

[Page 65](#) Click Yes to continue. (Sample Image) Warning screen When the Toshiba Recovery Wizard opens and the Selecting a process screen displays, select Recovery of Factory Default Software and then click Next. (Sample Image) Selecting a Process screen...

### [Page 66: Recovering Without Changing The Internal Storage Drive Partitions](#)

Getting Started Recovering the Internal Storage Drive The Recovery of Factory Default Software screen appears. Select Recover to a custom size portion. (Sample Image) Recovery of Factory Default Software screen Use the on-screen arrow buttons in The size of drive C: field to set the partition size.

[Page 67](#) Recovering the Internal Storage Drive You can recover the C: drive without affecting other partitions by either using the utilities stored on your computer's internal storage drive or by using recovery DVDs/media, if you have created such media. To recover using the first method, follow the procedure below.

[Page 68](#) Getting Started Recovering the Internal Storage Drive When the Toshiba Recovery Wizard opens and the Selecting a process screen displays, select Recovery of Factory Default Software and then click Next. (Sample Image) Selecting a Process screen The Recovery of Factory Default Software screen appears.

### [Page 69: Creating Recovery Dvds/Media](#)

If your optical disc drive is not a writable drive, contact Toshiba Customer Support to obtain the Recovery media for your system. The Toshiba Customer Support Center in the United States is (800) 457-7777 outside the United States it is (949) 859-4273. To create recovery DVDs/media: Click Start, All Programs, My Toshiba, and then Recovery Media Creator.

## [Page 70: Restoring From Recovery Dvds/Media](#)

When the initial screen displays, press The boot menu appears. Using the arrow keys, select the DVD option and press The Selecting a Process screen appears. Select Toshiba Recovery Wizard and then click Next. If your system offers a choice of Windows operating system, select one at this time.

## [Page 71: Erasing The Internal Storage Drive](#)

When the Toshiba Recovery Wizard opens and the Selecting a Process screen displays, select Recovery of Factory Default Software and then click Next. Select one of the following options: ♦ Recover to out-of-box state—If you want to recover the original factory image (returning the computer to its out- of-box state).

[Page 72](#) DVD option on the boot menu and then press Toshiba Recovery Wizard, and then click Next. Select Erase the hard disk and then click Next. Choose one of the following options on the Erase the hard disk screen: ♦...

## [Page 73: Checking The Internal Storage Drive Operating Status](#)

Highlight the internal storage drive in the Volume list to display its status in the lower portion of the screen. Installing drivers and applications The Toshiba Application Installer allows you to reinstall the drivers and applications that were originally bundled with your computer. To reinstall drivers and applications: Click Start, All Programs, My Toshiba, and then TOSHIBA Application Installer.

[Page 74](#) Getting Started Using the TouchPad™ Primary control button (Sample Illustration) The TouchPad and associated control buttons Refer to the table below for specific instructions on performing each operation. NOTE The pointer is the icon (usually an arrow) that moves on the screen when you slide your finger across the TouchPad or move a mouse connected to your computer.

[Page 75](#) Do the following: Open or activate an Move the pointer to the item you want to open/activate. item Do one of the following: ♦ ♦ Right-click an item Move the pointer to the item you want to right-click. Press and release the secondary control button.

## [Page 76: Adjusting Touchpad™ Settings](#)

Getting Started Using the TouchPad™ Do the following: Scroll continuously Begin scrolling vertically or horizontally by sliding your finger along the right or (Circular scrolling) bottom edge of the TouchPad as described above. Without lifting your finger from the TouchPad, start moving your finger in a circular motion on the TouchPad.

## [Page 77: Disabling Or Enabling The Touchpad](#)

TouchPad setting options vary by computer model. The TouchPad settings are accessible through the Mouse Properties option of the Windows Control Panel. For more information, please visit [www.support.toshiba.com](http://www.support.toshiba.com), and enter the phrase "Mouse pointer jumps around as you type" into the Search field. Disabling or enabling the TouchPad™ ...

## [Page 78: Connecting The Display Device](#)

Getting Started Using external display devices (Sample Illustration) Video port (Sample Illustration) Video port Connecting the display device If you are connecting a television or other video display device to the computer's HDMI™ Out port, refer to HDMI™-compatible television or VCR/DVD player" on page Selecting video cables To connect a device to the HDMI™ ...

[Page 79](#) CE Industry which allows devices to work together over an HDMI cable. Toshiba computers with HDMI-CEC include a Toshiba utility (that may need to be installed via the Toshiba Application Installer). To access the 146. The HDMI-CEC utility is dedicated to take advantage of its capabilities which can allow you to: ♦...

## [Page 80: Directing The Display Output When You Turn On The Computer](#)

Getting Started Using external display devices Directing the display output when you turn on the computer Once you have connected an external display device, you can choose to use the internal display only, the external device only, or both simultaneously. NOTE Some modes are only available with the appropriate device attached and turned on.

## [Page 81: Adjusting The Quality Of The External Display](#)

Adjusting the quality of the external display To obtain the best picture quality from your television (or other video display device), you may need to adjust the video settings. See the video device documentation for additional configuration steps. Using an external keyboard If you prefer to use an external keyboard, you can attach one to your computer.

## [Page 82: Setting Up A Printer](#)

Getting Started Turning off the computer To connect a printer to your computer: Connect the printer cable to the printer and then connect the other end to one of the computer's USB ports. Plug the printer's power cable into a live AC outlet. Setting up a printer NOTE Some printers require a specific installation process.

## [Page 83: Options For Turning Off The Computer](#)

It is a good idea to turn off your computer when you are not using it for a while. If you are using the computer for the first time, leave the computer plugged into a power source (even though the computer is off) to fully charge the main battery.

[Page 84](#) Getting Started Turning off the computer ♦ Restarting from Hibernation takes a little more time and consumes more main battery power than restarting from Sleep. ♦ When starting up again, the computer returns to the state in which you left it, including all open programs and files you were using.

## [Page 85: Using The Shut Down Command](#)

Using the Shut down command The Shut down command completely shuts down the computer without saving your work or the current state of the computer. This command closes all open programs, shuts down the operating system, and then turns off your computer. To turn off your computer using the Shut down command: Click Start.

[Page 86](#) Getting Started Turning off the computer Click Change advanced power settings. The Advanced settings tab of the Power Options window appears. Double-click Power buttons and lid to display the actions that you can configure. (Sample Image) Advanced settings tab of Power Options screen Select the options you want from the drop-down lists.

## [Page 87: Using And Configuring Hibernation Mode](#)

Restarting your computer To start the computer up again, press the power button until the ON/OFF light glows red. If you turn off the computer by closing the display panel, you can start it again by opening the display panel. Using and configuring Hibernation mode To turn off the computer using the Hibernation command: Click Start, and then click the arrow next to the Shut down...

[Page 88](#) Getting Started Turning off the computer Click Change advanced power settings. The Advanced settings tab of the Power Options window appears. Double-click Power buttons and lid to display the actions that you can configure. (Sample Image) Advanced settings tab of Power Options screen Select Hibernate for the options you want.

## [Page 89: Using And Configuring Sleep Mode](#)

Click Apply. Click OK. Once the computer is configured, you can place it into Hibernation mode by either pressing the power button or closing the display panel, depending on the Hibernation options set. Starting again from Hibernation mode To start up the computer from Hibernation mode, press the power button until the ON/OFF light glows red The computer returns to the screen(s) you were using.

[Page 90](#) Getting Started Turning off the computer Configuring Sleep mode options You can place the computer into Sleep mode by either pressing the power button or closing the display panel. You can also specify an amount of time after which the computer automatically goes into Sleep mode.

[Page 91](#) Click Change advanced power settings. The Advanced settings tab of the Power Options window appears. Double-click Power buttons and lid to display the actions that you can configure. (Sample Image) Advanced settings tab of Power Options screen Select Sleep for the options you want. NOTE These options can be set separately for how they operate while the

computer is running on battery power or while connected to AC...

### [Page 92: Closing The Display Panel](#)

Getting Started Customizing your computer's settings Starting again from Sleep mode To start up the computer from Sleep mode, press the power button until the ON/OFF light glows red. The computer returns to the screen(s) you were using. If you place the computer in Sleep mode by closing the display panel, you can start it again by opening the display panel.

### [Page 93: Moving The Computer](#)

You may want to secure your computer to a heavy object such as your desk. The easiest way to do this is to purchase an optional computer lock cable. For more information on purchasing a cable lock, visit [accessories.toshiba.com](http://accessories.toshiba.com). (Sample Illustration) Computer lock cable To secure the computer: Wrap the cable through or around some part of a heavy object.

### [Page 94: Chapter 2: Learning The Basics](#)

Chapter 2 Learning the Basics This chapter gives some computing tips and provides important information about basic features. Computing tips ♦ Save your work frequently. Your work stays in the computer's temporary memory until you save it to the internal storage drive. If the network you are using goes down and you must restart your computer to reconnect, or your battery runs out of charge while you are working, you will lose all work since you last saved.

### [Page 95: Using The Keyboard](#)

♦ Back up your files to external media on a regular basis. Label the backup copies clearly and store them in a safe place. It is easy to put off backing up because it takes time. However, if your internal storage drive suddenly fails, you will lose all the data on it unless you have a separate backup copy.

### [Page 96: Character Keys](#)

Learning the Basics Using the keyboard Character keys Typing with the character keys is very much like typing on a typewriter, except that: ♦ The space bar creates a space character instead of just passing over an area of the page. ♦...

### [Page 97: Special Windows ® Keys](#)

You can modify the time-out interval or change the keyboard backlight setting to always on or always off using the Illumination tab of the TOSHIBA Hardware Setup utility. For more information, see Starting a program The easiest way to start a program is to double-click the name of the file that contains the information you want to work on.

### [Page 98: Starting A Program From The Start Menu](#)

Learning the Basics Starting a program Starting a program from the Start menu When you install a program, the operating system usually puts an icon in the All Programs menu. To start a program that has an icon in the All Programs menu, follow these steps, which use the ®...

### [Page 99: Starting A Program Using The Search Programs And Files Field](#)

In the right part of the window, double-click the folder containing the program, in this case Program Files. Windows folder on the right side of the window. In the right part of the window, double-click Windows NT. In the right part of the window, double-click Accessories. Windows folder on the right side of the window.

### [Page 100: Saving Your Work](#)

Learning the Basics Saving your work Saving your work Before you turn off the computer using the Shut down command, save your work on the internal storage drive, diskette, flash media, or optical disc. This is one of the most important rules of computing.

### [Page 101: Printing Your Work](#)

File names The Windows contain up to 260 characters and can include spaces. Some applications do not support long file names and require file names limited to no more than eight characters. You may use all the letters, numbers, and other characters on the keyboard, except for these characters: \ / ? : \* "...

## [Page 102: Backing Up Your Work](#)

Learning the Basics Backing up your work Click on the arrow in the upper-left corner of your Windows and then click Print. The program displays a Print dialog box. (Sample Image) Print dialog box Specify the print parameters. For example, the range of pages and number of copies to print.

## [Page 103: Restoring Your Work](#)

Restoring your work To restore information from your backup media to your internal storage drive, use the Restore option in the Windows Restore program. Look in the online Help or your operating system documentation for information on restoring files. (Sample Image) Backup and Restore screen TECHNICAL NOTE: When restoring files, the backup program prompts you if you try to overwrite a file that already exists on the internal storage drive.

## [Page 104: Optical Drive Components](#)

Learning the Basics Using the optical drive NOTE For optimum DVD performance, it is recommended that you play DVDs while running the computer on AC power. NOTE When viewing DVD movies use the DVD Player software that came with your computer. Optical drive components The optical drive is located on the side of the computer.

## [Page 105: Media Control Buttons](#)

Media control buttons The media control buttons located on the system control panel to the side of the keyboard let you mute the sound and play audio CDs or DVD movies when the computer is on. Play/pause button Previous track button Next track button Volume control (Sample Illustration) Media control buttons...

## [Page 106: Inserting An Optical Disc](#)

Learning the Basics Using the optical drive Inserting an optical disc To insert an optical disc into the drive: Make sure the computer is turned on. The drive will not open if the computer's power is off. Make sure the drive's in-use indicator light is off. Press the drive's eject button.

## [Page 107: Playing An Audio Cd](#)

If you insert the disc incorrectly, it may jam the drive. If this happens, contact Toshiba support for assistance. Push the disc tray in by pressing gently on the center of the tray until it clicks into place.

## [Page 108: Recording Optical Media](#)

Due to manufacturing and quality variations in third party optical media (e.g., CD or DVD) or optical media players/recorders, in certain cases, your Toshiba optical drive may not record on certain optical media that bear the applicable logo, or play back optical media recorded by other computers or optical media recorders.

## [Page 109: Removing A Disc With The Computer Off](#)

Toshiba's online resources Toshiba maintains a number of online sites to which you can connect. These sites provide information about Toshiba products, give help with technical questions and keep you up to date with future upgrades.

## [Page 110: Chapter 3: Mobile Computing](#)

It has a number of other features that enhance its energy efficiency. Many of these energy-saving features have been preset by Toshiba. We recommend you leave these features active, allowing your computer to operate at its maximum energy efficiency, so that you can use it for longer periods while traveling.

## [Page 111: Battery Notice](#)

This is normal for all batteries. To purchase a new battery pack, see the accessories information included with your computer or visit the Toshiba Web site at [accessories.toshiba.com](http://accessories.toshiba.com). Use only batteries designed to work with your Toshiba computer.

## [Page 112: Power Management](#)

Never leave batteries in the battery charger for more than a week at a time. Doing so may reduce the potential charge of the battery. Always use the battery charger specified by Toshiba.

You can order a Toshiba battery charger from Toshiba's Web site at [accessories.toshiba.com](http://accessories.toshiba.com).

### [Page 113: Charging The Main Battery](#)

Charging the main battery To charge the main battery while it is in your computer, plug the computer into a live electrical outlet. The battery charges whether the computer is on or off. TECHNICAL NOTE: The recharging of the battery cannot occur when your computer is using all of the power provided by the AC adaptor to run applications, features, and devices.

### [Page 114: Monitoring Main Battery Power](#)

Mobile Computing Monitoring main battery power To recharge the RTC battery, plug the computer into a live electrical outlet and leave the computer powered on for 24 hours. NOTE It is seldom necessary to charge the RTC battery because it charges while the computer is on.

### [Page 115: Determining Remaining Battery Power](#)

HINT: Be careful not to confuse the battery light (light (keyboard)). When the ON/OFF light or power button light flashes amber, it indicates that the system is suspended (using the Windows operating system Sleep command). Power button (Sample Illustration) Power and battery light locations Determining remaining battery power NOTE Wait at least 16 seconds after turning on the computer before trying...

### [Page 116: What To Do When The Main Battery Runs Low](#)

Mobile Computing Monitoring main battery power With repeated discharges and recharges, the battery's capacity gradually decreases. A frequently used older battery does not power the computer for as long as a new battery, even when both are fully charged. TECHNICAL NOTE: The computer drains the battery faster at low temperatures.

### [Page 117: Conserving Battery Power](#)

Click Change plan settings under the power plan to be customized. The Edit Plan Settings window appears. Click Change advanced power settings. The Advanced settings tab of the Power Options window appears. Double-click Battery to display the battery options. (Sample Image) Advanced settings tab of Power Options screen Configure the alarm settings to suit your needs.

### [Page 118: Power Plans](#)

Mobile Computing Monitoring main battery power These power-saving options control the way in which the computer is configured. By using them, you can increase the length of time you can use the computer before you need to recharge the battery. ®...

### [Page 119: Using A Hot Key To Set The Power Plan](#)

Click Change plan settings to choose the plan you want to edit. This screen allows you to change basic settings. Click Change advanced power settings to access settings for battery notification levels, internal storage drive power save time, etc. You can click on the plus signs to expand each item and to see what settings are available for each item.

### [Page 120: Using The Toshiba Eco Power Plan](#)

To learn how to access the utility, "TOSHIBA eco Utility™" on page For more information on the Toshiba eco power plan, see the Help file in the TOSHIBA eco Utility window. Changing the main battery When your main battery has run out of power, you have two options: plug in the AC adaptor or install a charged main battery.

### [Page 121: Removing The Battery From The Computer](#)

TECHNICAL NOTE: To avoid losing any data, save your files and then either completely shut down your computer or put it into Hibernation mode before changing the main battery. Removing the battery from the computer To remove the battery: Save your work. Turn off the computer or place it in Hibernation mode according to the instructions in Hibernation mode"...

### [Page 122: Inserting A Charged Battery](#)

Mobile Computing Changing the main battery If the battery is leaking or its case is cracked, put on protective gloves to handle it, and discard it immediately. Always dispose of used battery packs in compliance with all applicable laws and regulations.

## [Page 123: Taking Care Of Your Battery](#)

If a battery is leaking or damaged, replace it immediately. Use protective gloves when handling a damaged battery. ♦ To replace the main battery, use an identical battery that you can purchase through the Toshiba Web site at [accessories.toshiba.com](http://accessories.toshiba.com). Mobile Computing Taking care of your battery...

## [Page 124: Maintaining Your Battery](#)

Mobile Computing Taking care of your battery ♦ A reverse polarity condition should be avoided with all batteries. The main battery is designed so that it cannot be installed in reverse polarity. ♦ Charge the battery only in the computer or in a battery charger designated as an approved option.

## [Page 125: Disposing Of Used Batteries](#)

If you cannot find the information you need elsewhere, call Toshiba at: (800) 457-7777. In addition, Toshiba's recycling initiatives include recycling programs, events and consumer promotions. For details, please visit [www.laptops.toshiba.com/green](http://www.laptops.toshiba.com/green).

## [Page 126: Traveling Tips](#)

♦ Always travel with the computer in a carrying case. Toshiba offers a choice of carrying cases for the computer. They all provide plenty of extra space for manuals, power cords, and compact discs.

## [Page 127: Chapter 4: Exploring Your Computer's Features](#)

Chapter 4 Exploring Your Computer's Features In this chapter, you will explore some of the special features of your computer. Exploring the desktop The desktop is the launching pad for everything you can do in the ® Windows operating system. You use its features to start programs, find documents, set up system components, and perform most other computing tasks.

## [Page 128: Finding Your Way Around The Desktop](#)

Exploring Your Computer's Features Exploring the desktop Finding your way around the desktop Your computer's desktop includes several standard features: icons, Start button, taskbar, notification area, and background pattern. Icons Start button (Sample Image) Windows Icons An icon represents a folder, file, or program that can be quickly activated by double-clicking the icon.

[Page 129](#) Start button You use the Start button to: ♦ Start programs ♦ Open documents ♦ Adjust system settings ♦ Find files ♦ Access Windows ♦ Suspend system activity and shut down the computer NOTE Whenever a procedure in this User's Guide instructs you to click Start, it means that you should click the Start button.

## [Page 130: Setting Up For Communications](#)

When the Wireless antenna ON/OFF switch is ON, the wireless indicator light For help with common Wi-Fi networking problems" on page . For more information see will be lit. ® networking problems, see 188. ® /LAN, etc.) "Hot Keys/TOSHIBA Cards" on "Wireless...

## [Page 131: Connecting Your Computer To A Network](#)

Connecting your computer to a network You can connect your computer to a network to increase its capabilities and functionality using one of its communication ports. Accessing a network To access a network: ♦ At the office, connect an Ethernet cable to the Network port (RJ45) on your computer.

## [Page 132: Internet Service Providers](#)

Exploring Your Computer's Features An overview of using the Internet Internet Service Providers To connect a computer directly to the Internet, many people and businesses use an Internet Service Provider (ISP). An ISP is a company that has the equipment and the telecommunication lines necessary to maintain an Internet connection.

## [Page 133: Internet Features](#)

Internet features The Internet offers many types of communication tools to help you perform

many tasks. ♦ Internet email To send and receive email of your own, you need a mailbox on the Web or an email address. If you have an account with an ISP, you can probably set up an email address at the same time you sign up for the service.

### [Page 134: Uploading To, And Downloading Files From, The Internet](#)

Exploring Your Computer's Features Exploring audio features Uploading to, and downloading files from, the Internet Transferring files from one computer to another is termed uploading (transferring data from your computer to a site on the Web), or downloading (transferring data from a site on the Web to your computer).

### [Page 135: Using External Speakers Or Headphones](#)

The Web Camera software, by default, should already be running. The Web Camera indicator light glows when the Web Camera is active. For more information on the software, click Start, All Programs, TOSHIBA, Utilities and then Web Camera Application Help. Exploring Your Computer's Features...

### [Page 136: Using An Expresscard](#)

Exploring Your Computer's Features Using an ExpressCard Using an ExpressCard The ExpressCard slot also supports hot swapping, which allows you to replace one ExpressCard with another while the computer is on. Inserting an ExpressCard Before you insert an ExpressCard comes with the card to see if you need to do anything before you insert it.

### [Page 137: Using The Memory Card Reader](#)

Gently press the ExpressCard inward to release it. The ExpressCard pops out slightly. Grasp the ExpressCard and pull it straight out. (Sample Illustration) Removing an ExpressCard Using the Memory card reader The Memory card reader supports the use of Memory Stick Memory Stick PRO™, Secure Digital™...

### [Page 138: Removing Memory Media](#)

Exploring Your Computer's Features Using the Memory card reader Push the media into the adapter until it locks in place. (Sample Illustration) Inserting memory media When inserting memory media, do not touch the metal contacts. You could expose the storage area to static electricity, which can destroy data.

### [Page 139: Using The I.link ® Port](#)

Do not remove memory media while data is being written or read. Even when the Windows to the media might still be in progress and your data could be destroyed. Wait for the indicator light to go out. ® Using the i.LINK ®...

### [Page 140: Chapter 5: Utilities](#)

♦ TOSHIBA Application Installer ♦ Supervisor password ♦ User password ♦ TOSHIBA Face Recognition Utility ♦ TOSHIBA PC Diagnostic Tool Utility ♦ TOSHIBA HDD Protection Utility ♦ Mouse Utility ♦ TOSHIBA Hardware Setup ♦ USB Sleep and Charge Utility ♦...

### [Page 141: Toshiba Assist](#)

TOSHIBA PC Health Monitor ♦ ConfigFree® TOSHIBA Assist The TOSHIBA Assist provides quick access to computer functions and allows you to customize a range of computer settings. To access TOSHIBA Assist, click Start, All Programs, TOSHIBA, Utilities, and then TOSHIBA Assist.

### [Page 142: Connect](#)

Utilities TOSHIBA Assist Connect The features available in this category are: ♦ ConfigFree ♦ Bluetooth (Sample Image) TOSHIBA Assist window – Connect tab ® Connectivity Doctor ® Settings...

### [Page 143: Secure](#)

Secure The features available in this category are: ♦ Supervisor password ♦ User password (Sample Image) TOSHIBA Assist window – Secure tab Utilities TOSHIBA Assist...

## [Page 144: Protect & Fix](#)

Utilities TOSHIBA Assist Protect & Fix The features available in this category are: ♦ TOSHIBA PC Diagnostic Tool Utility ♦ TOSHIBA HDD Protection Utility (Sample Image) TOSHIBA Assist window – Protect & Fix tab...

## [Page 145: Optimize](#)

♦ TOSHIBA Zooming Utility ♦ TOSHIBA Button Support ♦ TOSHIBA Hardware Setup ♦ TOSHIBA Face Recognition Utility ♦ USB Sleep and Charge Utility ♦ TOSHIBA eco Utility™ (Sample Image) TOSHIBA Assist window – Optimize tab Utilities TOSHIBA Assist (Hardware Settings)

## [Page 146: Toshiba Application Installer](#)

Utilities TOSHIBA Application Installer TOSHIBA Application Installer The TOSHIBA Application Installer allows you to reinstall the drivers and applications that were originally bundled with your computer. To reinstall drivers and applications: Click Start, All Programs, My Toshiba, and then TOSHIBA Application Installer.

## [Page 147: Setting Passwords](#)

When you set a password, you must enter the password before you can work on your computer again. Toshiba supports several types of passwords on your computer: ♦ An instant password—Secures your open programs and files when leaving the computer temporarily.

## [Page 148: Using A Supervisor Password](#)

Toshiba is not responsible for any losses that may occur to you, your organization or others as a result of the inability to access your computer.

## [Page 149: Using A User Password](#)

Toshiba is not responsible for any losses that may occur to you, your organization or others as a result of the inability to access your computer.

## [Page 150: Deleting A User Password](#)

Utilities Setting passwords To register a password for the power-on password functions: Click Start, All Programs, TOSHIBA, Utilities, and then TOSHIBA Assist. The TOSHIBA Assist window appears. On the left side, click the Secure tab. Click the User Password icon.

## [Page 151: Toshiba Face Recognition Utility](#)

Toshiba does not guarantee that the face recognition utility will accurately screen out unauthorized users at all times. Toshiba is not liable for any failure or damage that might arise out of the use of the face recognition software or utility.

## [Page 152: Toshiba Pc Diagnostic Tool Utility](#)

Refer to the online Help documentation within the application for additional help. NOTE The TOSHIBA PC Diagnostic Tool utility may show tests for features you do not have. This is normal and does not indicate a problem. To use the TOSHIBA PC Diagnostic Tool utility:...

## [Page 153: Toshiba Hdd Protection Utility](#)

TOSHIBA HDD Protection Utility The TOSHIBA HDD Protection Utility controls your computer's hard disk drive (HDD) protection feature, which parks the HDD whenever motion is detected on the computer. Using this utility, you can enable or disable hard disk drive (HDD) protection, and set the motion detector's sensitivity level for AC power and battery...

## [Page 154: Mouse Utility](#)

The settings you can change are divided into these categories: ♦ Buttons ♦ Pointers ♦ Pointer Options ♦ Hardware ♦ Advanced You may see additional categories depending on your particular pointing device. Adjust the settings as desired, then click OK. TOSHIBA Assist.

## [Page 155: Toshiba Hardware Setup](#)

To access it: ♦ Click Start, All Programs, TOSHIBA, Utilities, and then HWSetup, or click the TOSHIBA Hardware Settings icon in the Optimize tab of The TOSHIBA HWSetup screen appears. (Sample Image) TOSHIBA HWSetup screen – General tab options The TOSHIBA HWSetup screen

may have the following tabs: ♦...

[Page 156](#) TOSHIBA Hardware Setup ♦ Button Setting—Lets you set the conditions for the power button and/or the other buttons (Sample Image) TOSHIBA HWSetup screen - Button Setting tab options ♦ Display—Allows you to change various default settings for the built-in display NOTE When the computer restarts, it remembers the last configuration.

[Page 157](#) LAN—Allows you to set networking functions ♦ Illumination—Allows you to set the panel LED and keyboard backlight conditions (available on certain models) (Sample Image) TOSHIBA HWSetup screen - Illumination tab options ♦ Password—Allows you to set a user password Utilities...

### [Page 158: Usb Sleep And Charge Utility](#)

“USB Sleep and Charge function.” It also displays the remaining battery capacity. Starting the USB Sleep and Charge Utility To start this utility, click Start, All Programs, TOSHIBA, Utilities, and then USB Sleep and Charge. USB Sleep and Charge...

[Page 159](#) ♦ NOTE When “USB Sleep and Charge function” is set to Enabled, USB bus power (DC 5V) will be supplied to the compatible port even when the power of the computer is turned OFF. USB bus power (DC 5V) is similarly supplied to the external devices which are connected to the compatible ports.

### [Page 160: Enabling Usb Sleep And Charge](#)

USB Sleep and Charge window if the charge function cannot be used in Mode 4. (Sample Image) TOSHIBA USB Sleep and Charge Utility screen In this situation, select a different mode. “USB Sleep and Charge function” may not be functional with some connected external devices even if the appropriate group is selected.

### [Page 161: Toshiba Zooming Utility](#)

Acrobat ♦ Icons on the desktop To access the TOSHIBA Zooming Utility: Click Start, All Programs, TOSHIBA, Utilities, and then Zooming Utility. The TOSHIBA Zooming Utility Properties screen appears. (Sample Image) TOSHIBA Zooming Utility Properties screen Select the desired option(s).

### [Page 162: Toshiba Button Support](#)

Utilities TOSHIBA Button Support TOSHIBA Button Support TOSHIBA Button Support allows you to customize the Mute and Media buttons. These buttons are located on the system control panel on the side of the keyboard. To access TOSHIBA Button Support: Click the TOSHIBA Button Support icon in the Optimize...

### [Page 163: Toshiba Accessibility](#)

TOSHIBA Accessibility The TOSHIBA Accessibility utility allows you to use the create a hot key combination with one of the function keys without pressing the two keys simultaneously as is usually required. Using Accessibility lets you make the press it once, release it, and then press a function key to activate the hot key function.

### [Page 164: Toshiba Eco Utility](#)

(Sample Image) TOSHIBA eco Utility™ window To activate the Toshiba eco power plan, select ON in the upper-left section of the screen. For more information on the Toshiba eco power plan and utility, click the Help button at the bottom of the window.

### [Page 165: Toshiba Service Station](#)

You may disable the TOSHIBA PC Health Monitor at any time by uninstalling the software via the Windows will automatically delete all collected information from the internal storage drive.

### [Page 166: Configfree](#)

Utilities ConfigFree® The TOSHIBA PC Health Monitor software does not extend or modify Toshiba's obligations under its standard limited warranty in any way. Toshiba's standard limited warranty terms and limitations apply. ® ConfigFree NOTE All references to Bluetooth Bluetooth® ...

## [Page 167: Configfree ® Utilities](#)

❖ Click the ConfigFree icon then click the desired utility. NOTE If your computer is not connected to a network, the ConfigFree icon in the notification area is displayed with an “X.” ® ConfigFree Utilities Connectivity Doctor The Connectivity Doctor lets you analyze your network connections and fix network connection problems.

[Page 168](#) Utilities ConfigFree® Profile Settings The Profile Settings utility lets you save network settings in “profiles.” ConfigFree network settings and devices. You can switch network settings simply by selecting the profile with the desired settings. If you visit a client company occasionally, for example, you can set up a profile to match that environment and connect to the network.

[Page 169](#) Click Open Settings. The ConfigFree Profile Settings window appears. (Sample Image) ConfigFree Profile Settings window Click Add to start the Create Profile Wizard. Utilities ConfigFree®...

## [Page 170: Chapter 6: If Something Goes Wrong](#)

This chapter aims to help you solve many problems by yourself. It covers the problems you are most likely to encounter. If all else fails, contact Toshiba. You will find information on Toshiba's support services at the end of this chapter.

## [Page 171: Problems When You Turn On The Computer](#)

Click the Applications tab. If a program has stopped responding, the words “not responding” appear beside its name in the list. Select the program you want to close, then click End Task. Closing the failed program should allow you to continue working.

[Page 172](#) If Something Goes Wrong Problems when you turn on the computer The computer starts but when you press a key nothing happens. Verify that the active program accepts text input. Try clicking your mouse on an area where you can type text and try typing again. Your computer may be in Sleep mode and have a software or resource conflict.

[Page 173](#) “trickle-charge” to the battery. Once the battery has been trickle-charged, it may begin working correctly again. If the trickle-charging does not prove effective, visit the Toshiba Web site at Bulletin Step-Charging the computer's battery (click the ® Ask Iris link and search for the support bulletin by name).

## [Page 174: The Windows Operating System Is Not Working](#)

The output specifications of the AC adaptor must match the input specifications of the computer. If the specifications do not match, locate and use the AC adaptor that shipped with your computer. If the specifications do match, contact Toshiba. See page 197. ®...

## [Page 175: Using Startup Options To Fix Problems](#)

The Windows Using Startup options to fix problems If the operating system fails to start properly, you may have to change your system's configuration or verify the startup procedure to fix the problem. To do this, use the options in the Startup menu. To open the Startup menu: Restart your computer.

## [Page 176: Internet Problems](#)

Click one of the options listed in the window and then follow the on-screen instructions. You can connect to Support Online by clicking the Ask button and then clicking the Microsoft Customer Support or by going to Toshiba support at pcsupport.toshiba.com. ® operating system is not working ®...

## [Page 177: Fixing A Problem With Device Manager](#)

Fixing a problem with Device Manager Device Manager provides a way to check and change the configuration of a device. Changing the default settings using Device Manager can cause other conflicts that make one or more devices unusable. Device Manager is a configuration tool for advanced users who understand configuration parameters and the ramifications of changing them.

## [Page 178: Memory Problems](#)

If Something Goes Wrong Memory problems Memory problems Incorrectly connected or faulty memory modules may cause errors that seem to be hardware or even software related. It is worthwhile checking for these first: Click Start, and then click the Shut down button in the lower-right corner of the Start menu.

[Page 179](#) The AC power light does not come on when you plug in the AC adaptor and power cord/cable. Make sure the AC adaptor and power cord/cable are firmly plugged into both the wall outlet and the computer. If the AC power light still does not come on, check that the wall outlet is working properly by plugging in a lamp or other appliance.

## [Page 180: Keyboard Problems](#)

After a period of time, the battery will lose its ability to perform at maximum capacity and will need to be replaced. This is normal for all batteries. To purchase a new battery pack, see your accessories information included with your computer, or visit the Toshiba Web site at [accessories.toshiba.com](http://accessories.toshiba.com).

[Page 181](#) If you are using an external monitor: ♦ Check that the monitor is turned on. ♦ Check that the monitor's power cord/cable is firmly plugged into a working power outlet. ♦ Check that the cable connecting the external monitor to the computer is firmly attached.

## [Page 182: Disk Or Storage Drive Problems](#)

If Something Goes Wrong Disk or storage drive problems Small bright dots appear on your TFT display when you turn on your computer. Small bright dots may appear on your screen display when you turn on your computer. Your display contains an extremely large number of thin-film transistors (TFT) and is manufactured using high-precision technology.

[Page 183](#) You can choose one or both options: ♦ Automatically fix file system errors ♦ Scan for and attempt recovery of bad sectors Click Start. Error-checking tests and repairs the storage drive. Your hard disk seems very slow. If you have been using your computer for a long time, your files may have become fragmented.

## [Page 184: Optical Drive Problems](#)

For more information regarding supported optical media formats, refer to the complete detail specifications for your computer at [pcsupport.toshiba.com](http://pcsupport.toshiba.com). If the problem is with an optical data disc, refer to the software's documentation and check that the hardware configuration meets the...

## [Page 185: Sound System Problems](#)

The disc will not come out of the drive when you click the eject button on the screen. Press the button on the optical drive itself. For additional information see "does not slide out." on page Sound system problems No sound is coming from the computer's speakers. Adjust the volume control.

## [Page 186: Resolving Expresscard Problems](#)

If Something Goes Wrong ExpressCard Resolving ExpressCard Here are some common problems and their solutions: The slot appears to be dead. ExpressCards no longer work. Check the ExpressCard Click Start, Control Panel, System and Security, and then under System, click Device Manager. Double-click the appropriate ExpressCard, which will be listed under one of the categories shown, for example: Disk drives, Network adapters, Other, etc.

## [Page 187: Printer Problems](#)

Hot swapping (removing one ExpressCard another without turning the computer off) fails. Follow this procedure before you remove an ExpressCard Prepare the card for removal by clicking on the Show hidden icons button (selecting the Safely Remove Hardware icon. Click Eject [device name] for the device you want to remove.

## [Page 188: Wireless Networking Problems](#)

If Something Goes Wrong Wireless networking problems Run the printer's self-test to check for any problem with the printer itself. Make sure you installed the proper printer drivers as shown in "Setting up a printer" on page 82 with the printer. You may have connected the printer while

the computer is on.

[Page 189](#) To determine if your computer has an internal Wi-Fi the device list in Device Manager (part of the Windows Panel, System and Security). Some Toshiba models may have a Wireless antenna ON/OFF switch even though they do not have an internal Wi-Fi ♦...

### [Page 190: Dvd Operating Problems](#)

"Checking device properties" on page 177 on using Device Manager to view the optical drive properties. Check the Toshiba Web site for new information on optical drives and their operation. operating system wireless management utility ®...

### [Page 191: Develop Good Computing Habits](#)

A blank screen appears while watching a DVD-ROM movie or title. Change the setting for when to turn off the display using the following steps: Click Start, Control Panel, System and Security, and then Power Options. Click Choose when to turn off the display in the left pane. To turn off the display, select Never in the drop-down lists.

### [Page 192: Data And System Configuration Backup In The Windows Operating System](#)

If Something Goes Wrong Develop good computing habits If you have installed your own programs, you should back up these programs as well as your data files. If something goes wrong that requires you to reformat your internal storage drive and start again, reloading all your programs and data files from a backup source will save time.

[Page 193](#) In the left pane, click System protection. The System Protection tab of the System Properties window appears. Click Create... In the input field, enter a name that is descriptive enough to be easily understood in the future, such as "Before installing Brand X Accounting app."...

[Page 194](#) An external hard drive is recommended in case the internal storage drive fails. No additional software is required. Most of the optical drives built into recent Toshiba portable computer models can write to (or 'burn') as well as read from optical discs.

[Page 195](#) ♦ Create a restore point (refer to with restore points" on page use the System Restore utility to set a restore point (see the section titled restore points). If anything goes wrong, you will then be able to easily restore the Windows the state it was in prior to the installation, undoing any changes that the installation process introduced.

[Page 196](#) If Something Goes Wrong Develop good computing habits Cannot use the "USB Sleep and Charge function." ♦ The setting of "USB Sleep and Charge function" may be Disabled. Change the setting to Enabled. ♦ Some external devices may not be able to use the "USB Sleep and Charge function."...

### [Page 197: If You Need Further Assistance](#)

Toshiba's Technical Support Web site For technical support, or to stay current on the most recent software and hardware options for your computer, and for other product information, be sure to regularly check the Toshiba Web site at pcsupport.toshiba.com Toshiba voice contact Before calling Toshiba, make sure you have: ♦...

### [Page 198: Other Toshiba Internet Web Sites](#)

Information about what you were doing when the problem occurred ♦ Exact error messages and when they occurred For technical support, call the Toshiba Customer Support Center: Within the United States at (800) 457-7777 Outside the United States at (949) 859-4273 Other Toshiba Internet Web sites toshiba.com...

[Page 199](#) United States Toshiba America Information Systems, Inc. 9740 Irvine Boulevard Irvine, California 92618 United States For more information on additional Toshiba worldwide locations, please visit: [www.toshiba.co.jp/index.htm](http://www.toshiba.co.jp/index.htm). If Something Goes Wrong Toshiba's worldwide offices Mexico Toshiba de México S.A. de C.V.

## [Page 200: Appendix A: Hot Keys/Toshiba Cards](#)

Appendix A Hot Keys/TOSHIBA Cards Hot keys and TOSHIBA Cards provide a quick way to modify selected system functions and to launch applications. There are two types of TOSHIBA Cards: Hot Key Cards and Application Cards. Hot Key Cards The Hot Key Cards are used to set or modify the following system functions: ♦...

## [Page 201: Using The Hot Key Cards](#)

To use the Hot Key Cards: Press and hold the The TOSHIBA Cards appear along the top of the screen. (Sample Image) Hot Key Card display Click the Card for the system function to be modified.

## [Page 202: Application Cards](#)

TOSHIBA Zooming utility For more information, refer to Zooming Utility” on page Disc Creator utility This Application Card launches the TOSHIBA Disc Creator utility. TOSHIBA Hardware Setup utility For more information, refer to Hardware Setup” on page TOSHIBA Button Support utility For more information, refer to Support”...

## [Page 203: Using The Application Cards](#)

Using the Application Cards To launch an application using the Application Cards: Press and hold the The TOSHIBA Cards display at the top of the screen. (Sample Image) TOSHIBA Card display Click the “stacked” card on the far right of the display. The Application Cards are hidden under this card.

## [Page 204: Card Case](#)

The Card Case feature allows you to choose which cards appear in the Application Card display (see page 203). To use the Card Case: Click Start, All Programs, TOSHIBA, Utilities, and then Settings for Flash Cards. (Sample Image) Enabling and Disabling Application Cards Click the Open cards case button.

## [Page 205: Volume Mute](#)

Volume Mute This TOSHIBA Card or hot key enables/disables volume mute on your computer. When volume mute is enabled, no sound will come from the speakers or headphones. Selecting this Card or pressing the hot key displays the following options: (Sample Image) Volume Mute options ♦...

## [Page 206: Lock \(Instant Security\)](#)

Hot Keys/TOSHIBA Cards Hot key functions Lock (Instant security) This TOSHIBA Card or hot key blanks the display. Selecting this Card or pressing the hot key displays the following options: (Sample Image) Security options ♦ ♦ hot key function activates instant security. The user...

## [Page 207: Power Plan](#)

Hot Keys/TOSHIBA Cards Hot key functions Power plan This TOSHIBA Card or hot key displays the power plans and cycles through the power plans. The properties of each power plan, and the power plans that are displayed by this function, are set in the Power Options window.

## [Page 208: Sleep Mode](#)

Hot Keys/TOSHIBA Cards Hot key functions Sleep mode This TOSHIBA Card or hot key places the computer into Sleep mode. For more information about Sleep mode, please see and configuring Sleep mode” on page Selecting this Card or pressing the hot key displays the...

## [Page 209: Hibernation Mode](#)

Hibernation mode This TOSHIBA Card or hot key places the computer into Hibernation mode. If Hibernation mode is disabled, this hot key will not respond. For more information on Hibernation mode, see “Using and configuring Hibernation mode” on page Selecting this Card or pressing the hot key displays the...

## [Page 210: Output \(Display Switch\)](#)

Hot Keys/TOSHIBA Cards Hot key functions Output (Display switch) This TOSHIBA Card or hot key cycles through the power- on display options (only the first option is available when you do not have an external monitor attached) (the last option is available only if you are in Extended

Display Mode).

### [Page 211: Display Brightness](#)

To swap sides, select Swap Image Display. Display brightness This TOSHIBA Card decreases or increases the screen brightness. This hot key decreases the screen brightness. This hot key increases the screen brightness.

### [Page 212: Disabling Or Enabling Wireless Devices](#)

Hot Keys/TOSHIBA Cards Hot key functions Disabling or enabling wireless devices This TOSHIBA Card or hot key enables/disables the optional wireless devices installed in your computer. The wireless modes are: ♦ ♦ ♦ ♦ Selecting this Card or pressing the hot key displays the...

### [Page 213: Disabling Or Enabling The Touchpad](#)

Disabling or enabling the TouchPad™ This TOSHIBA Card or hot key enables/disables the TouchPad™. For more information on using the TouchPad, see the TouchPad™ on page Selecting this Card or pressing the hot key displays the following options: (Sample Image) Disable or Enable TouchPad options ♦...

### [Page 214: Zoom \(Display Resolution\)](#)

Hot Keys/TOSHIBA Cards Hot key functions Zoom (Display resolution) This TOSHIBA Card or hot key switches screen resolution. Selecting this Card or pressing the hot key displays the following options: [Space bar] (Sample Image) Screen resolution options Cycle through the screen resolutions, then select the desired...

### [Page 215: Keyboard Hot Key Functions](#)

Keyboard hot key functions This hot key turns the TOSHIBA Zooming Utility to zoom out. This hot key turns the TOSHIBA Zooming Utility to zoom in. Hot Keys/TOSHIBA Cards Hot key functions...

### [Page 216: Appendix B: Power Cord/Cable Connectors](#)

Appendix B Power Cord/Cable Connectors Your computer ships with the correct power supply for the country of purchase. This appendix shows the shapes of the typical AC power cord/cable connectors for various parts of the world. UL approved United Kingdom BS approved Australia AS approved...

### [Page 217: Glossary](#)

Glossary TECHNICAL NOTE: Some features defined in this glossary may not be available on your computer. Acronyms The following acronyms may appear in this user's guide. BIOS CD-ROM CD-RW CMOS COM1 COM2 DIMM alternating current basic input/output system bits per second compact disc compact disc read-only memory compact disc rewrite memory...

[Page 218](#) Glossary DSTN DVD-ROM digital versatile (or video) disc read-only memory EPROM eSATA HDMI HDMI-CEC HTML IEEE LPT1 MIDI PCMCIA disk operating system dots per inch dual supertwist nematic digital versatile (or video) disc enhanced capabilities port erasable programmable read-only memory external Serial Advanced Technology Attachment file allocation table Federal Communications Commission...

[Page 219](#) SCSI SDRAM SRAM SVGA Terms The following terms may appear in this user's guide. active-matrix display — A liquid crystal display (LCD) made from an array of liquid crystal cells using active-matrix technology. Also known as a "TFT display," in its simplest form there is one thin film transistor (TFT) for each cell.

[Page 220](#) Glossary application — A computer program that you use to perform tasks of a specific type. Applications include word processors, spreadsheets, and database management systems. See also program. backup — A copy of a file, usually on a removable disk, kept in case the original file is lost or damaged.

[Page 221](#) CD — An individual compact disc. See also CD-ROM. CD-ROM (compact disc read-only memory) — A form of high-capacity storage that uses laser optics instead of magnetic means for reading data. See also CD. Compare DVD-ROM. central processing unit (CPU) — The chip that functions as the "brain" of the computer.

[Page 222](#) Glossary cursor — An on-screen symbol (usually a flashing vertical line) that indicates the position where characters will appear when you enter data. default — The setting selected by a program when the user does not specify an alternative setting. device —...

[Page 223](#) document — Any file created with an application and, if saved to disk, given a name by which it can be retrieved. See also file. double-click — To press and release the pointing device's primary button rapidly twice without moving the pointing device. In the Windows button, unless otherwise stated.

[Page 224](#) Glossary file — A collection of related information, saved on disk with a unique name. A file may be a program, information used by a program, or a document. See also document. file allocation table (FAT) — The section of a storage drive that keeps track of the location of stored files.

[Page 225](#) Hibernation — A feature of many Toshiba computers that saves to the internal storage drive the current state of your work, including all open files and programs, when you turn the computer off. When you turn on the computer again, your work is returned to the same state it was when the computer was turned off.

[Page 226](#) Glossary liquid crystal display (LCD) — A type of display that uses a liquid substance between two transparent electrode panels. When an electric current passes through the electrodes, the molecules in the liquid form a crystalline pattern that polarizes the light passing through it.

[Page 227](#) network — A collection of computers and associated devices that are connected by communications facilities. A network allows you to share data and peripheral devices, such as printers, with other users and to exchange electronic mail. non-interlaced — A method of refreshing a computer screen, in which each pixel of every line is refreshed as the electron beam scans across and down the screen.

[Page 228](#) Glossary Plug and Play — Generally, refers to the computer's ability to automatically configure itself to work with peripheral devices. When capitalized, refers to a standard that, when followed by a device manufacturer, allows a computer to configure itself automatically to work with the device. pointer —...

[Page 229](#) restart — Synonymous with reboot. To reset the computer by reloading the operating system without turning the computer off. See also boot. RJ11 — A modular connector used on most U.S. telephone systems and direct-connect modems. The RJ11 connector is a 6-wire connector. ROM (read-only memory) —...

[Page 230](#) Glossary system prompt — The symbol (in the MS-DOS generally a drive letter followed by a "greater than" sign) indicating where users are to enter commands. TFT display — See active-matrix display. universal serial bus (USB) — USB is a serial bus that supports a data transfer rate of up to 480 Mbps (480 million bits per second).

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