

Safety Guide / Recovery and Troubleshooting Guide

User's Manual



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Do You Need Help?

In the event you experience an issue with your VAIO computer, you can seek information in the following order. If *error* messages concerning your issue appear on the computer screen, write them down. You may need this information in case you contact our Support experts. In addition, in case you need to recover your VAIO computer due to some troubles or failures, be sure to make:

- your own recovery media (before you first use the computer following your purchase)
- a backup copy of your data

1 Read this user's manual.

When you find your VAIO computer not working successfully, see **Troubleshooting** to find out information that helps you address your issues.

2 Visit our VAIO Support Website.

If you can access the Internet with your VAIO computer, visit our VAIO support website to find out the latest information that helps you address your concerns or issues. If you need further assistance to solve your issues, feel free to contact our Support experts via the website.

VAIO Support Website
<https://support.us.vaio.com/>



If you cannot access the Internet with your VAIO computer, you can visit our VAIO support website with your mobilephone or smartphone.

Please understand that there may be some questions that VAIO Corporation may not be able to answer, including those concerning external devices from other companies, OS and apps not provided with your VAIO computer, or problems with your computer usage that are impossible for us to reproduce.

Questions concerning the Internet and emails

For information concerning the Internet connection, such as the account name, the password, and the DNS server, contact your Internet service provider.
For information concerning the network devices, such as the SSID and the security key, refer to the manuals that came with your devices.
For information concerning the email settings, including the email address, the email account, and the setting procedure, contact your Internet service provider.

Questions concerning apps

For the apps provided with your VAIO computer, visit our VAIO support website and see the contact information. Otherwise, contact respective manufacturers.

Safety Information and Precautions

- Turning off your computer with the button does not disconnect the computer completely from mains voltage. To disconnect it completely, unplug the AC adapter or the power cable from mains. The socket-outlet shall be installed near the equipment and shall be easily accessible.
- To prevent possible damage and risk of ignition to your computer during transportation, first attach any supplied connector covers and slot protectors in their appropriate locations, and secure the battery pack in the battery compartment if it is removable.
- The wireless keyboard (if supplied) is intended for use only with a UL Listed I.T.E. computer.
- To avoid a possible fire or shock hazard, keep your VAIO computer away from rain or moisture.
- To avoid a possible electrical hazard, do not disassemble your VAIO computer. Be sure to ask qualified personnel for servicing if necessary.
- Do not put your VAIO computer directly on your lap when you intend to use it for an extended period of time. The temperature of the bottom of the computer will rise while the computer is in operation and over time could result in discomfort or burns.
- Keep the AC adapter away from your body. The AC adapter will be heated while your VAIO computer is in operation and may cause discomfort or burns if it is kept in contact with your skin.

- Do not block the air exhaust or intake vents while your VAIO computer is in operation. Blocking the air vents restricts airflow and may cause internal overheating, resulting in deformation or malfunctions of your VAIO computer or a fire hazard.
- Observe the following to ensure adequate airflow and successful operations of your VAIO computer:
 - Do not use the computer on a soft surface (rugs, cushions, blankets, etc.), on a dust-covered surface, or near draperies where airflow may be blocked. Always use the computer on a hard, flat surface.
 - Do not use the computer and/or the AC adapter while both or either is covered or wrapped in cloth. Keep the AC adapter uncluttered with other objects.
 - Before putting the computer in a bag, turn off the computer or place it into Sleep mode and make sure the power indicator, if equipped, is off.
- Before holding your VAIO computer, be sure to wait until it cools down. The vicinity of the air exhaust vent may be extremely hot.
- Keep the battery pack, if removable, installed when you use your VAIO computer.
- Keep your VAIO computer away from a location subject to:
 - heat (in close range of heat sources, including a radiator and a air duct)
 - magnetic interference (in close range of magnetic sources, including a strong magnet and unshielded speakers)
 - direct sunlight
 - excessive dust
 - moisture or rain
 - mechanical vibration or shock
 - extremely high or low temperatures
 - high humidity

- VAIO recommends you use the battery pack, if removable, and the AC adapter that are supplied with your VAIO computer. If either of these items needs to be replaced in the course of the product life cycle, be sure to use a compatible genuine VAIO battery pack or AC adapter. VAIO Corporation disclaims and assumes no liability for any consequences that may arise from:
 - use of a non-genuine VAIO battery pack or AC adapter with your VAIO computer.
 - disassembly, alteration of, or tampering with the genuine VAIO battery pack.

- Do not use the wireless functions on hospital premises as it may cause medical devices to malfunction.
- Check and respect for the airline's regulations on use of the wireless functions. If use of the wireless functions is prohibited in the aircraft, turn off all the wireless functions of your VAIO computer before boarding. Select (Settings), and **Network & Internet**. Then, turn on **Airplane mode**.
If you urgently need to disable the wireless functions, turn off the computer and the wireless keyboard function (if supplied).
- The wireless functions and magnetic components of your VAIO computer and wireless keyboard (if supplied) may cause interference to a cardiac pacemaker. Make sure that you are at least 8 inches / 20 cm away from a person with a cardiac pacemaker when you use them. VAIO Corporation assumes no liability for any consequences that may arise from interference to the pacemaker.
- Do not use any aerosol products (air dusters, aerosol sprays, etc.) to clean your VAIO computer as it may let flammable gas seep into the interior of the computer. If one of the internal components of the computer (motors, switch contacts, etc.) sparks, the gas may ignite and cause an explosion or fire.
- Your VAIO computer and the wireless keyboard (if supplied) contain magnetic components. Keep any magnetically sensitive items (magnetic cards, tickets, etc.) away from them as bringing such an item close to them may cause corruption of the stored data.

- Keep small objects, such as IC storage media and small cards, and cables out of reach of small children to avoid an incident, such as swallowing a small object or winding a cable around the neck.
- Do not insert a sharp object into your VAIO computer through any opening. The internal components may be damaged, resulting in a fire or shock hazard.

FCC Information and Precautions

- This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
 - (1) this device may not cause harmful interference, and
 - (2) this device must accept any interference received, including interference that may cause undesired operation.
- This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
 - Reorient or relocate the receiving antenna.
 - Increase the separation between the equipment and receiver.
 - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
 - Consult the dealer or an experienced radio/ TV technician for help.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- Only peripherals (computer input/output devices, terminals, printers, etc.) that comply with FCC Class B limits may be attached to this computer product. Operation with noncompliant peripherals is likely to result in interference to radio and television reception.
- All cables used to connect peripherals must be shielded and grounded. Operation with cables connected to peripherals that are not shielded and grounded may result in interference to radio and television reception.
- The available scientific evidence does not show that any health problems are associated with using low power wireless devices. There is no proof, however, that these low power wireless devices are absolutely safe. Low power Wireless devices emit low levels of radio frequency energy (RF) in the microwave range while being used. Whereas high levels of RF can produce health effects (by heating tissue), exposure of low-level RF that does not produce heating effects causes no known adverse health effects. Many studies of low-level RF exposures have not found any biological effects. Some studies have suggested that some biological effects might occur, but such findings have not been confirmed by additional research. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

- The following applies only to the wireless keyboard (if supplied). This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines as this equipment has very low levels of RF energy.
- This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter except Grant condition.

Battery Information and Precautions

Caution:

- Risk of explosion if battery is replaced by an incorrect type.
- Replace only with the same or equivalent type recommended by the manufacturer.
- Dispose of used batteries according to the instructions.
- The battery pack used in this device may present a fire or chemical burn hazard if mistreated.
- Do not crush, disassemble, heat above 140°F / 60°C or incinerate.
- Dispose of used batteries promptly and properly.
- Keep away from children.
- Inappropriate handling of this device or battery may cause an explosion of the battery or a flammable liquid/gas leak from the battery.
- While this device or battery is in use, in storage, or in transport, avoid exposure to extremely high/low temperatures or low air pressure.
- When disposing of this device or battery, do not incinerate it or crush/cut it with a mechanical tool.
- Do not attempt to short-circuit the metal terminals of the battery pack or let them wet with any liquid, for example, water, coffee, or juice.
- Do not handle damaged or leaking lithium ion battery packs.
- Do not charge the battery pack in any way other than as described in the **Startup Guide** or as designated by VAIO in writing.

Laser Information and Precautions

(Only models with Human Presence Sensor)

- This computer has Human Presence Sensor. The Human Presence Sensor of this computer is classified as a CLASS 1 LASER PRODUCT and complies with the Laser Products Safety Standard IEC 60825-1:2014. Caution - Please do not look at the light source of the laser beam of the Human Presence Sensor directly. Caution - Repair and maintenance of this equipment should be made only by VAIO authorized technicians. Improper repairs and use can create safety hazards. Caution - Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.
- You can find the following sticker on the bottom of this computer.

CLASS 1 LASER PRODUCT

Other Precautions

Notes on Information Contained in this Manual

- This manual and the software described herein, in whole or in part, may not be reproduced, translated, or reduced to any machine-readable form without prior written approval.
- Your VAIO computer contains software owned by VAIO Corporation and licensed by third parties. Use of such software is subject to the terms and conditions of the software license agreement enclosed with the computer.
- Features and specifications are subject to change without notice.
- VAIO Corporation reserves the right to make any modification to this manual or the information contained herein at any time without notice.
- The software described herein is governed by the terms of a separate user license agreement.
- VAIO Corporation provides no warranty with regard to this manual, the software, or other information contained herein and hereby expressly disclaims any implied warranties or merchantability or fitness for any particular purpose with regard to this manual, the software, or such other information. In no event, VAIO Corporation assumes no liability for any incidental, consequential, or special damages, whether based on tort, contract, or otherwise, arising from or in connection with this manual, the software, or other information contained herein or the use thereof.

Notes on Consumables

Your VAIO computer contains consumables (a battery pack, etc.) that wear out or deteriorate in quality over time under normal use. The life of individual consumables varies according to usage conditions and how frequently they are used. An extremely worn-out or deteriorated consumable, however, could cause a decline in performance of the computer and may require replacement in order to regain the functionality of your VAIO computer.

While the life of individual consumables varies according to the factors as described above, VAIO Corporation assumes the consumables are good for about 5 years provided that they are used, but not continuously, for 8 hours a day under normal usage conditions. This expected life, however, is quoted for reference purposes only and is not intended to assure that they are fail-free or repair services would be provided free of charge should they fail during this period.

Disclaimer on Compensation for Lost Recordings

VAIO Corporation is not liable and will not compensate for any lost recordings made to your VAIO computer, external recording media, or recording devices or any relevant losses, including when recordings are not made due to reasons including the computer failure, or when the contents of a recording are lost or damaged as a result of the computer failure or repair undertaken to the computer. VAIO Corporation will not restore, recover, or replicate the recorded contents made to the computer, external recording media, or recording devices under any circumstances.

Notes on Using Your VAIO Computer Running on Battery Power

When the battery pack is running out of power, power to your VAIO computer could be cut off in any minute and you may lose your unsaved data. While the computer is running on battery power, save your data as frequently as possible.

Notes on the LCD Screen

The LCD screen is manufactured with high-precision technology. You may, however, find a few dead (dark) and/or stuck (bright) pixels on the LCD screen. (The percentage of those dead and stuck pixels in the total number of pixels in the LCD is less than 0.0006%.) In addition, colors may appear slightly different and depending on your viewing angle, color streaks or dark streaks may appear on the LCD screen. These are phenomena caused by how the LCD screen is produced and structured and do not indicate malfunctions. VAIO Corporation will not accept returned products or provide alternatives with regard to the above matter.

Notes on Moisture Condensation

A rise in the ambient temperature of your VAIO computer (for example, bringing the computer suddenly into a warmer location from a colder one, heating up the room where the computer has long been left on a cold winter morning, etc.) may cause moisture condensation to form on the exterior or the interior of the computer. Do not start the computer in such a condition as it may cause malfunctions. Wipe off the condensation and leave the computer for about one hour to let it warm up to the temperature level where no more condensation forms.

Notes on Heat Buildup

Using or turning off your VAIO computer may cause heat buildup in the battery pack due to CPU operations and charge currents. This does not indicate a malfunction.

Notes on Wi-Fi (Wireless LAN) Communications

- Taking security measures for Wireless LANs is extremely important. VAIO Corporation assumes no liability for any security problems that may arise from the use of Wireless LANs.
- The Wi-Fi communication speed and range vary according to the following:
 - Distance between devices
 - Existence of obstacles between devices
 - Device settings
 - Signal quality
 - Ambient environment (including wall material, etc.)
 - Apps in use
- The Wi-Fi communications may be interrupted by signal interference.

Notes on Using the Wireless Keyboard (if supplied)

- The wireless communication speed and range vary according to the following:
 - Distance between devices
 - Existence of obstacles between devices
 - Device settings
 - Signal quality
 - Ambient environment (including wall material, etc.)
 - Apps in use
- The wireless communications may be interrupted by signal interference.

Notes on Bluetooth® Communications

- The Bluetooth communication speed and range may vary according to the following:
 - Distance between devices
 - Existence of obstacles between devices
 - Device settings
 - Radio conditions
 - Ambient environment (including wall material, etc.)
 - Apps in use
- The Bluetooth communications may be interrupted by signal interference.

Notes on Using Memory Cards (On models with the memory card slot)

Your VAIO computer has been tested and found to support some but not all types of the SD, microSD, SDHC, microSDHC, SDXC and microSDXC memory cards. For more information about the supported memory cards, visit our support website.
<https://support.us.vaio.com/>

Notes on Using the TPM

The TPM security feature on your VAIO computer does not ensure complete security of your data and hardware. VAIO Corporation assumes no liability for any problems and damage arising from your use of or inability to use the TPM.

Notes on the Password

You are responsible for remembering the password that you set. VAIO Corporation assumes no liability for any consequences that may arise because you forget your password.

Notes on the Copyright

- Copyright 2015 VAIO Corporation. All rights reserved.
- Except for your personal use, the audio visual contents you have downloaded are protected by the copyright law and you are abide by the terms and conditions of the license agreement and the rules and regulations of the copyright law. It is against the law to copy, alter, and/ or reproduce such contents without approval from the respective copyright owners.

Notes on the Hard Disk Password (for Applicable Models)

You are responsible for remembering the hard disk password that you set. Be sure to jot down and keep your hard disk password.
If you forget your hard disk password, our repair personnel will not be able to clear the password in response to your request. This means that you will need to purchase a service to replace your hard disk or SSD at your own expense and, as a result, lose all the data stored on the hard disk or SSD.
VAIO Corporation assumes no liability for any consequences that may arise because you forget your hard disk password.
Your VAIO computer has no hard disk password set at the time of shipment.

Notes on the Supplied Apps

The apps supplied with your VAIO computer are provided under the license or royalty agreement. Copying these apps without approval is against the law. It is also against the law that you lend commercially available software you purchased to someone else and/ or you borrow any software from someone else and use it. Before you use the supplied apps, be sure to thoroughly read the terms and conditions of their respective license agreements.
Some supplied apps can be individually uninstalled or installed. However, VAIO Corporation does not guarantee successful operations of your VAIO computer if you uninstall or install such apps. For more information about the supplied apps, refer to their respective help files.

Notes on Using Commercially Available Software and Peripheral Devices

Some software and peripheral devices commercially available for Windows may not be supported by your VAIO computer. When you purchase such software or peripheral devices, be sure to ask your dealer or respective manufacturers for compatibility beforehand. VAIO Corporation assumes no liability for any consequences that may arise from use of such software and peripheral devices, nor will it guarantee successful operations of your VAIO computer if you install any operating system other than the one preinstalled.

Notes on Deleting Data Before Transfer or Disposal of the Computer

Before you transfer your VAIO computer to a third party or dispose of it, it is critical to wipe out all the data from the computer on your own account to prevent a possible breach of sensitive data. VAIO Corporation assumes no liability for any consequences that may arise from a data breach.

Notes on Setting Up an Appropriate Work Environment

The following describes where to or not to place your VAIO computer and ergonomic instructions.

Where to place your VAIO computer

- When placing your VAIO computer, make sure:
 - You have easy access to a power outlet and necessary ports.
 - You allow enough space around the computer.
 - The computer is on a flat, wide surface and you have a full view of the computer screen.
 - You sit upright and straight in front of the computer and keep your forearms parallel to the floor.

Where not to place your VAIO computer

- Placing your VAIO computer in an inappropriate location may cause damage to the computer or malfunctions. Do not place it in a location subject to:
 - Direct sunlight
 - Magnetic interference (in close range of magnetic sources)
 - Heat (in close range of heat sources, including a room heater)
 - Excessive dust
 - High humidity
 - Poor ventilation

Notes

- Be aware that the vicinity of the exhaust vent may be heated while your VAIO computer is in operation.
- Do not place any object that may block airflow near the air exhaust vents.

Hint

Your VAIO computer uses high-frequency radio signals and may cause interference to radio or TV reception. If this occurs, move the computer away from the radio or TV to allow a suitable distance.

Ergonomic considerations

Whenever possible, you should attempt to take account of the following ergonomic considerations.

Furniture and posture

Sit in a chair with good back support. Adjust the level of the chair so your feet are flat on the floor. A footrest may make you more comfortable.
Sit in a relaxed, upright posture and avoid slouching forward or leaning far backwards.

Computer screen angle and brightness

Adjust the angle and brightness of your VAIO computer screen. It would be ergonomically optimum if the screen is positioned at or slightly below your eye level when you sit in front of the computer. With the angle and brightness properly adjusted in terms of ergonomics, you can reduce eye strain and muscle fatigue.

Lighting

Choose a location where sunlight through windows or room lighting does not cause glare and reflection on the computer screen. Proper lighting adds to your comfort and work efficiency.

Note

While adjusting the computer screen angle, do not exert excessive pressure to avoid a risk of mechanical damage.

Hint

The same considerations apply when you use an external display.

Notes on Handling Your VAIO Computer

- Observe the following to avoid damage to your VAIO computer and malfunctions.
 - Place your VAIO computer gently on a flat surface to avoid a mechanical shock.
 - Before moving your VAIO computer, be sure to turn it off and unplug all connected cables to avoid hard disk malfunctions.
 - Do not let your VAIO computer drop or hit against any object. Even a slight shock or vibration may cause hard disk malfunctions.
 - Do not place your VAIO computer in any unstable orientations.

Notes on Cleaning Your VAIO Computer and the Computer Screen

Before cleaning your VAIO computer and the computer screen, be sure to read the following:

When cleaning your VAIO computer

- Turn off your VAIO computer and unplug the AC adapter beforehand.
- Use a soft, dry cloth to wipe debris and dust off your VAIO computer. When it is extremely smudged, blow on the computer surface and wipe off the smudge, or clean it with a lightly wet cloth and then wipe of the remaining moisture with a dry cloth.
- Do not use solvents such as benzine, acetone, alcohol, paint thinner, or commercially available cleaners as these may cause damage to the surface or coating of your VAIO computer.
- When you remove debris and dust from underneath the keys (keycaps) on the keyboard of your VAIO computer, do not use a vacuum cleaner or remove any keycap as it may cause malfunctions. Use a blower, instead, to blow them off.

When cleaning the computer screen

- Use a soft, dry cloth to wipe debris and dust off the computer screen. When it is extremely smudged, blow on the screen surface and wipe off the smudge, or clean it with a lightly wet cloth and then wipe of the remaining moisture with a dry cloth.
- Do not use solvents such as benzine, acetone, alcohol, paint thinner, or commercially available cleaners as these may cause damage to the computer screen.

Computer Recovery

What is computer recovery?

Computer recovery is to restore the state of your VAIO computer at a certain point. If the computer seems not working stably or you cannot rectify your issues with the computer, you can recover your VAIO computer with the following options:

- Recovering your VAIO computer while retaining your files and settings:
 - Restores the state of the computer's C drive at your purchase except for the files and settings you have made afterward. For the files and settings to be retained, see **Your data to be retained after computer recovery**.
- Recovering your VAIO computer while erasing your files and settings:
 - Restores the state of the computer's C drive at your purchase including the files and settings you have made afterward.
- Recovering your VAIO computer with your USB recovery media flash drive:
 - Restores the complete state of the computer at your purchase.

When is computer recovery necessary?

You may need to recover your VAIO computer if:

- the computer seems not working stably.
- you cannot start the computer due to computer virus infections.
- you cannot rectify your issues with the computer no matter what you do.

When is the USB recovery media flash drive necessary?

You may need your USB recovery media flash drive to restore the state of the built-in hard disk or SSD of your VAIO computer at your purchase.

Note

- Your VAIO computer does not come with any recovery media. Be sure to create your own recovery media with a USB flash drive before you first use your VAIO computer following your purchase. Otherwise, you will have to pay for a repair service.
- Your VAIO computer can be recovered with the built-in hard disk or SSD. In the event you changed the drive information with the following actions, however, you may not be able to recover the computer with the built-in storage device and will need your USB recovery media flash drive.
 - You have installed and used an app and it changed the partition information of the built-in storage device.
 - You have installed any operating system other than the one that had been preinstalled at your purchase.
 - You have accidentally deleted Windows system files.

Before computer recovery

Before you recover your VAIO computer, be sure to thoroughly read the following:

Notes on computer recovery

- In the event Windows on your VAIO computer does not start or you have changed the drive information with the following actions, you may need to recover your computer. If you have not created your own recovery media with a USB flash drive, you will have to pay for a repair service.
 - You have installed and used an app and it changed the partition information of the built-in hard disk or SSD.
 - You have installed any operating system other than the one that had been preinstalled at your purchase.
 - You have accidentally deleted Windows system files.
- If you recover your VAIO computer while erasing your files and settings, you will lose all the data you created on the built-in hard disk or SSD before computer recovery, and all the computer settings you changed will be defaulted to the ones at your purchase of the computer. Be sure to make a backup copy of your important data before computer recovery. On the other hand, if you recover the computer while retaining your files and settings, those files and settings will remain unchanged. For the files and settings to be retained, see **Your data to be retained after computer recovery**.
- Before you recover your VAIO computer, be sure to keep the power connection and unplug all other peripheral devices from the computer. Plug the peripheral devices back to the computer when computer recovery is finished.

Notes on making a backup copy of copyright protected music data files

For the purpose of making a backup copy of copyright protected data files (music data files under control of music apps, etc.), the apps you used to import data may have their own backup tools. Before you recover your VAIO computer, be sure to use such tools to make a backup copy of respective data files. Otherwise, you may not be able to use the copyright protected data files restored by computer recovery.

Creating your own recovery media

You can use a USB flash drive to make your own recovery media. Your USB recovery media flash drive will work solely with your VAIO computer.

! Notes

- Use a USB flash drive with a capacity of 16 GB or more. If your operating system is Windows 10 Pro 64 Bit (downgraded license from Windows 11 Pro 64 Bit), use a USB flash drive with a capacity of 32 GB or more.
- You cannot use an optical disc (CD, DVD, etc.) to create your own recovery media.
- Use an empty USB flash drive. Creating your own recovery media will erase all the data contained in the USB flash drive. If you want to use a USB flash drive that contains important data, be sure to move the data to another storage device beforehand.

- Use the search box on the taskbar to search for and display **Recovery Drive**.
- Select **Create a recovery drive**.

! Note

Make sure the **Back up system files to the recovery drive**, check box is selected.

- Follow the on-screen instructions.

! Notes

- Do not unplug the USB flash drive while creating your own recovery media as it may cause the process to fail.
- Do not add any data to your USB recover media flash drive.
- Keep your USB recover media flash drive in a safe place.



Recovering your VAIO computer while retaining your files and settings

You can restore the state of the computer's C drive at your purchase and keep all of your important settings and personal files you have made afterward.



! Note

If BitLocker Drive Encryption is turned on, you will need to enter the BitLocker recovery key.

On Windows 11:

- Select  (start), , **System**, and **Recovery**.
- Select **Reset PC** for **Reset this PC**.
- When the **Choose an option** screen appears, select **Keep my files**.
- Follow the on-screen instructions.

On Windows 10:

- Select  (start), , **Update & security**, and **Recovery**.
- Select **Get started for** **Reset this PC**.
- When the **Choose an option** screen appears, select **Keep my files**.
- Follow the on-screen instructions.

! Note

If turning on your VAIO computer does not start Windows, the **Automatic Repair** screen appears. Select **Advanced options**, **Troubleshoot** and **Reset This PC**, and then follow the above steps, starting from step 3. If the Windows system files are corrupted, however, this may not successfully recover the computer.

Your data to be retained after computer recovery

The following will remain unchanged after you recover your VAIO computer:

- Library settings
- Your user account and membership
- Domain settings
- Windows Update settings
- Background images of the Start screen and the lock screen
- Windows international settings
- Wireless network profile
- All settings made during Windows Setup



! Notes

- The following will be erased even though you attempt to retain your files and settings during computer recovery:
 - Apps that you installed
 - ~\Users\user name\AppData
 - Restore points and backup settings
- You may not be able to use copyright protected data files, such as music data files under control of music apps and digital broadcast data files, after computer recovery even though they reside in the same locations. Check apps for instructions and, if provided, follow the instructions.
- The apps that were preinstalled on your VAIO computer at your purchase and those you downloaded and installed (either for free or not) from the Windows Store will remain unchanged after computer recovery. The desktop apps that you installed after your purchase, on the other hand, will be erased.



Recovering your VAIO computer while erasing your files and settings

You can restore the state of the computer's C drive at your purchase and erase all of your settings and personal files you have made afterward.

On Windows 11:

- Select  (start), , **System**, and **Recovery**.
- Select **Reset PC** for **Reset this PC**.
- When the **Choose an option** screen appears, select **Remove everything**.
- Follow the on-screen instructions.

On Windows 10:

- Select  (start), , **Update & security**, and **Recovery**.
- Select **Get started for** **Reset this PC**.
- When the **Choose an option** screen appears, select **Remove everything**.
- Follow the on-screen instructions.

! Note




If turning on your VAIO computer does not start Windows, the **Automatic Repair** screen appears. Select **Advanced options**, **Troubleshoot** and **Reset This PC**, and then follow the above steps, starting from step 3. If the Windows system files are corrupted, however, this may not successfully recover the computer.

Recovering your VAIO computer with your USB recovery media flash drive

When the data on the C: drive on your VAIO computer is damaged, use your USB recovery media flash drive to recover the computer. This, however, will take longer than recovering the computer with its built-in hard disk or SSD.

! Note

If turning on your VAIO computer does not start Windows, plug a USB flash drive into the USB port on the computer and turn off the computer. Then, turn it back on and follow the steps below, starting from Step 3.

- Make sure that your VAIO computer is turned on, and then plug your USB recovery media flash drive into one of the USB ports on the computer.
- Select , **(Power)**, and **Shut down** to completely shut down the computer.
- Display the **VAIO Rescue Mode** screen as follows and select **Start from media (USB device)**:
 - Press and hold the **F3** or **F4** key and press the  power button.
 - If you are using a tablet model, press and hold the + or - volume button and press the  power button on the computer.
- Select **US** on the **Choose your keyboard layout** screen and wait until the **Choose an option** screen appears.
- Select **Recover from a drive**.
- Follow the on-screen instructions.

ⓘ Hint



If you cannot recover your VAIO computer, plug the USB flash drive to another USB port on the computer and repeat the above steps all over again.

Troubleshooting

Power/Startup

Q What should I do when my VAIO computer does not turn on?

- A** If your VAIO computer does not turn on, consider the following:
- When you intend to run your VAIO computer on AC power, some of the cable connections may be loose. Make sure that the computer and the AC adapter, the AC adapter and the power cord, and the power cord and a power outlet are securely connected. For details, refer to **Connect to a Power Outlet in the Startup Guide**.
 - When you intend to run your VAIO computer on battery power, the battery pack may have run out of power. Connect the computer to a power outlet. For details, refer to **Connect to a Power Outlet in the Startup Guide**.
 - If you did not previously follow the standard procedure to turn off your VAIO computer, the power controller may be suspended due to a program error. Do as follows:
 - On the models with a built-in battery pack, unplug all cables and peripheral devices, including the AC adapter and USB devices, from the computer, push and hold the battery off button for at least three seconds with a thin, straight object (such as a paper clip), and leave the computer for at least five minutes. Then, plug the AC adapter and turn on the computer once again.
 - On the models with a removable battery pack, unplug all cables and peripheral devices, including the AC adapter and USB devices, from the computer, push and hold the battery off button for at least three seconds with a thin, straight object (such as a paper clip), and then turn on the computer once again.
 - On the models with a removable battery pack, unplug all cables and peripheral devices, including the AC adapter and USB devices, from the computer, push and hold the battery off button, refer to **Locating Parts and Controls in the Startup Guide**.
 - On the models with a removable battery pack, unplug all cables and peripheral devices, including the AC adapter and USB devices, from the computer, push and hold the battery off button for at least five minutes. Then, reinstall the battery pack and turn on the computer once again.

- A** If the  charge indicator is blinking or the  power button does not work, a battery error may have occurred or the battery pack may not be detected. Do as follows:
- On the models with a built-in battery pack, unplug all cables and peripheral devices, including the AC adapter and USB devices, from your VAIO computer, push and hold the battery off button for at least three seconds with a thin, straight object (such as a paper clip), and then turn on the computer once again.
 - On the models with a removable battery pack, unplug all cables and peripheral devices, including the AC adapter and USB devices, from the computer, remove the battery pack, and leave the computer for at least five minutes. Then, reinstall the battery pack and turn on the computer once again.


- A** If your VAIO computer is brought into a warmer location from a colder location or has been used in a high-humidity location, moisture condensation may form inside the computer. Leave the computer as it is for about one hour, and then turn it on. Do not use the computer in any place with humidity of 80% or higher as it may cause computer malfunctions.

! Note

Even when you do not intend to use your VAIO computer for an extended period of time, connect it to a power outlet at least every three months and charge the battery to around 50% of capacity. If the computer is kept unplugged from a power outlet for an extended period of time, the battery voltage will drop due to self-discharge to trigger the safety function and the battery may become unavailable for use. The time period before the safety function is triggered varies depending on the ambient temperature.

Q What should I do if I cannot turn off my VAIO computer?





- A** Exit all active apps, and then try turning off your VAIO computer once again. If there is unsaved data, save it at the confirmation prompt.
- A** If your VAIO computer has peripheral devices, such as a printer or USB devices, connected or is connected to a network, unplug all peripheral devices from the computer or disconnect the computer from the network, and then try turning off the computer. While the computer is in communication with peripheral devices or the network, Windows does not allow you to turn off the computer. In addition, some peripheral device drivers may not accept abort instructions from the operating system.

- A** If your VAIO computer freezes, press the **Ctrl-Alt-Delete** keys, select  (**Shut down**) at the lower right of the computer screen, and then select **Shut down**.

- A** If your VAIO computer freezes with the message indicating that the settings are being saved or the computer is shutting down displayed, try the following actions in the listed order:

- Press the **Enter** key and wait for a while.
- If the problem persists, press the **Ctrl-Alt-Delete** keys and wait for a while.

- A** If none of the above actions works, try the following actions. These actions, however, may corrupt the data that you were working on. In addition, if your VAIO computer is connected to a network, be sure to disconnect it beforehand.

- Force your VAIO computer to turn off as follows:
 - On the models with the  power indicator, press and hold the  power button for at least four seconds.
 - On the models without the  power indicator, press and hold the  power button for at least 15 seconds.
- Disconnect your VAIO computer completely from the power source and, if applicable, force it to turn off as follows:
 - On the models with the built-in battery pack, unplug the AC adapter, and then push and hold the battery off button for at least three seconds with a thin, straight object (such as a paper clip). For the location of the battery off button, refer to **Locating Parts and Controls in the Startup Guide**.
 - On the models with a removable battery pack, unplug the AC adapter from the computer and remove the battery pack.






Q What should I do if my VAIO computer abruptly turns off?

- A** Connect your VAIO computer and a power outlet with the AC adapter and the power cord. When the battery pack is running low, the computer automatically enters Hibernated mode and eventually turns off. For connecting the computer to a power outlet, refer to **Connect to a Power Outlet in the Startup Guide**.

Q What should I do if a message appears and Windows fails to start when I turn on my VAIO computer?

- A** You may have previously turned off your VAIO computer before the **Windows Setup** window appeared. Use your USB recovery media flash drive to recover the computer.

- A** If instructions appear following the message, follow the instructions.

- A** If you enter a wrong power-on password for three times in a row, the message, Enter Onetime Password, appears and Windows will not start. Do as follows, and then turn on the computer once again and enter the correct power-on password. The power-on password is case-sensitive.
- On the models with the  power indicator, press and hold the  power button on your VAIO computer for at least four seconds and make sure that the  power indicator turns off.
 - On the models without the  power indicator, press and hold the  power button for at least 15 seconds to turn off the computer.

- A** If the message, **Checking file system on C:**, appears, wait a while until your VAIO computer is up and running.

Password


Q What should I do if I forget the sign-in password?

- A** The sign-in password is case-sensitive.
- A** If you forget the sign-in password for your local account, sign in to another account that has administrator rights and change your sign-in password. If there is no such account created, you need to recover your VAIO computer.

- A** If you forget your Microsoft account password, contact Microsoft support services.

Touch pad

Q What should I do if the touch pad does not work?



- A** The touch pad may be disabled.
- Enable the touch pad as follows:
 - If your VAIO computer did not come with the wireless keyboard, press and hold the **Fn** key and press the **F1** key. Alternatively, you can use **VAIO Control Center** to enable the touch pad. To start **VAIO Control Center**, select  (**VAIO Control Center**) on the taskbar at the bottom of the screen.
 - When a mouse is connected to your VAIO computer, disconnect the mouse.

- A** If your VAIO computer came with the wireless keyboard, check the state of the keyboard. For more information, see **What should I do if I cannot use the wireless keyboard function?**

Keyboard

Q What should I do if I cannot use the wireless keyboard function? (on models equipped with the wireless keyboard function)

- A** Check whether the wireless keyboard function is off. If the indicator does not turn on even when you use the button that turns the wireless keyboard function on and off, press and hold the button for about two seconds until the indicator turns on.
- A** There may be absolutely no power left in the battery of the keyboard unit. Connect it to a power outlet to charge it.

- A** When **Airplane mode** is set to **On**, you cannot use the wireless keyboard function. Select  (start), , **(Settings)**, and **Network & Internet**, and then set **Airplane mode to Off**.

- A** If the problem is not resolved even after doing the above operations, you need to redo pairing. Refer to the **Startup Guide** regarding how to redo pairing.




- A** Bring the keyboard unit closer to your VAIO computer. The wireless communication range is affected by many factors, including the distance between communicating devices, existence of obstacles, device settings, signal quality, the ambient environment (existence of walls, wall materials, etc.), and apps in use, and wireless communications may even be interrupted by signal interference. So is the communicable distance between your VAIO computer and the keyboard unit and it may decrease under some circumstances. The 2.4 GHz frequency band that the wireless keyboard function uses is shared by a number of other devices. Although technologies to minimize the influence from such devices are employed on this keyboard unit, a decrease in communication distance and a communication loss may still occur.

Q What should I do if I cannot enter as I intend with the keyboard?






- A** Check if the Caps Lock and the Num Lock are on or off.
- *Only models with the **Num Lock** key.

Screen/Display








Q What should I do if my VAIO computer screen stays blank?

- A** Check if your VAIO computer is turned on.
- A** Your VAIO computer may be in Sleep mode. Press the  power button.
- A** When using the model with the built-in Human Presence Sensor, your VAIO computer may enter Sleep mode if you go out of the sensor range by leaving the computer. To see the Human Presence Sensor settings, select  (**VAIO Control Center**) on the taskbar at the bottom of the screen, and then select **Sensor**.
- A** The display output may have been switched to the connected external display. Press the **Fn-F7** keys several times to select the computer screen, and then press the **Enter** key.
- A** When your VAIO computer is running on AC power, by default, it automatically enters Sleep mode if the computer is left untouched for a given period of time. To bring the computer back into Normal mode, press the  power button.

- A** If the computer screen still stays blank after a while, try the following actions in the listed order:

- Force your VAIO computer to turn off as follows, and then turn it back on.
 - On the models with the  power indicator, press and hold the  power button for at least four seconds and make sure that the  power indicator turns off.
 - On the models without the  power indicator, press and hold the  power button for at least 15 seconds.
- If the above action does not work, do as follows:
 - On the models with a built-in battery pack, repeat the above action to turn off the computer, unplug all cables and peripheral devices, including the AC adapter and USB devices, from the computer, and leave the computer for at least five minutes. Then, plug the AC adapter and turn on the computer once again.
 - On the models with a removable battery pack, repeat the above action to turn off the computer, unplug all cables and peripheral devices, including the AC adapter and USB devices, from the computer, remove the battery pack, and leave the computer for at least five minutes. Then, reinstall the battery pack and turn on the computer once again.

Q What should I do if my VAIO computer screen freezes?



- A** If you cannot move any on-screen objects, such as the pointer and windows, try the following actions in the listed order:
- Press the **Ctrl-Alt-Delete** keys and select **Task Manager** to display the **Task Manager** window. If there is any app whose status is **Not responding**, select the app and then **End task** to exit the app.
 - Press the **Ctrl-Alt-Delete** keys, select  (**Shut down**) at the lower right of the computer screen, and then select **Shut down** to turn off your VAIO computer. Leave the computer for about 30 seconds, and then press the  power button to turn on the computer once again.
 - If none of the above actions works, force your VAIO computer to turn off as follows, and then turn it back on.
 - On the models with the  power indicator, press and hold the  power button for at least four seconds and make sure that the  power indicator turns off.
 - On the models without the  power indicator, press and hold the  power button for at least 15 seconds.

! Note

The above actions may corrupt the files that you were working on.

Internet



Q What should I do if I cannot connect to the Internet?

- A** Check if you have a contract with an Internet service provider. To connect to the Internet, you need to make a contract with an Internet service provider.
- A** Check your network devices for physical connection and the Internet connection settings. The way to connect network devices and make the Internet connection settings varies depending on the Internet service provider. Read the manual from your service provider thoroughly.
- A** If your VAIO computer is equipped with a LAN port, check if the LAN cable (not supplied) is securely plugged into the LAN port. For more information, refer to **Connect to the Internet in the Startup Guide**.
- Q What should I do if I cannot use Wi-Fi (wireless LAN) function?**
- A** You need to enable the Wi-Fi (wireless LAN) function. Select  (start), , **(Settings)**, and **Network & Internet**, and then set **Wi-Fi to On**.

Q What should I do if I do not know the SSID or security key for the access point?

- A** Ask the person who set up the Wi-Fi access point for the information.
- A** Some Wi-Fi access points automatically make the Wi-Fi connection settings. To take advantage of this feature, you need to install the software supplied with the access point to your VAIO computer. For more information, refer to the manual that came with your access point.
- A** Check the settings window of the Wi-Fi access point for the information. For detailed instructions on the settings window, refer to the manual that came with your access point.

Q What should I do if I cannot use the wireless WAN function? (On models with wireless WAN capability)

- A** Select  (start), , **Network & Internet**, and then **Cellular** to see if the SIM card is in use for the WAN connection.
- A** Check if your VAIO computer has the SIM card properly inserted.

Wi-Fi (Wireless LAN)/Bluetooth

Q What should I do if I cannot use wireless communications?



- A** Change the location of your VAIO computer or bring it closer to the destination device to improve signal reception. The 2.4 GHz frequency band that Wi-Fi-enabled and Bluetooth-enabled devices use for communications is shared by a number of other devices. Although technologies to minimize the influence from such devices are employed on your VAIO computer, a decrease in communication speed and distance and a communication loss may still occur. The communication speed and distance are also affected by many factors, including the distance between communicating devices, existence of obstacles, device settings, signal quality, the ambient environment (existence of walls, wall materials, etc.), and apps in use.
- A** Wi-Fi communications between a device using the 2.4 GHz frequency band and a device using the 5 GHz frequency band are not possible.
- A** When you have interference from another Wi-Fi access point, change the wireless channel settings of your Wi-Fi access point. For detailed instructions on changing the settings, refer to the manual that came with your access point.
- A** IEEE 802.11g is downward compatible with IEEE 802.11b. This means that IEEE 802.11g compliant access points can communicate with IEEE 802.11b compliant access points but the communication speed may decline. When the communication speed seems slow, change the channel settings of your Wi-Fi access point. This may improve the speed.
- A** In general, when multiple Bluetooth-enabled devices are wirelessly connected, the Bluetooth communications may decline in quality as the nature of the Bluetooth communications.

BIOS

Q What should I do if I forget the power-on password to start my VAIO computer?

- A** If you forget the password, you cannot start your VAIO computer.
- If you forget your user password: Enter the machine password to reset the user password on the BIOS setup screen.
 - If you forget your machine password: You cannot reset the user password. Contact our Support experts via the website and ask for a repair service (subject to payment).

Q What should I do when I want to boot my VAIO computer from an external device?

- A** You can use one of the BIOS functions to boot your VAIO computer from an external device, such as an optical disc drive or a USB flash drive. Follow the steps below:
- Connect an external device to your VAIO computer.
 - Make sure that the computer is turned off, and then display the **VAIO Rescue Mode** screen as follows:
 - Press and hold the **F3** or **F4** key and press the  power button.
 - If you are using a tablet model, press and hold the + or - volume button and press the  power button on the computer.
 - Select **Start from media (USB device)**. Now your VAIO computer starts booting up from the connected drive.
- ! Notes**
- Except for the external device you use for booting, unplug all devices from your VAIO computer. Some devices may prevent the computer from successfully booting up.
 - If your external device came with an AC adapter, be sure to plug it into a power outlet beforehand.

Recovery

Q What should I do if I cannot start or finish the recovery process?

- A** Unplug all external devices unnecessary for the recovery process from your VAIO computer.
- A** Try the following actions:
- If you cannot recover your VAIO computer with the built-in hard disk or SSD, restart the computer and repeat the recovery process once again or use your own recovery media to recover the computer.
 - If you cannot recover your VAIO computer with the connected USB recovery media flash drive, plug it into another USB port, turn off the computer, and then repeat the recovery process once again.
- A** If none of the above actions works, refer to the support information at our VAIO support website (<https://support.us.vaio.com/>).

Disposal and Recycling

Computer Disposal and Recycling Information

Disposal of this product may be regulated due to environmental considerations. For disposal, reuse or recycling information, please visit VAIO website. <https://support.us.vaio.com/>

RECYCLING LITHIUM-ION BATTERIES (only for models with the removable battery pack)



Lithium-ion batteries are recyclable. You can help preserve our environment by returning your used rechargeable batteries to the collection and recycling location nearest you.

For more information regarding recycling of rechargeable batteries, call toll free 1-800-822-8837, or visit <https://www.call2recycle.org/>

Caution: Do not handle damaged or leaking Lithium-Ion batteries.

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