System Recovery

This document describes the recovery of your PC using System Recovery discs sent to you by Technical Support. Perform a System Recovery when your hard drive is not responding, corrupted or blank.

System Recovery discs are distributed on one or more numbered CDs or DVDs (for example, disc 1, disc 2) and in some cases, a Supplemental Recovery disc. The System Recovery discs are licensed for use with only your specific model of HP or Compaq PC.

Planning the System Recovery

Depending on the recovery option you select, the procedure can take *up to 5 hours* to complete. You can reduce the amount of time a recovery takes by backing up your files from My Documents folder (by creating a back up disc).

Full System Recovery-

This option completely erases and reformats your hard drive. It also deletes any data files that you created after purchasing the PC. The Full System Recovery reinstalls the operating system, programs, and drivers from the recovery discs. However, you must reinstall any software that was not installed on the PC at the factory. This includes software that came on CDs included in the accessory box and software programs you installed since your purchase.

Additionally, the Full System Recovery option creates a recovery image on your hard disk drive. This recovery image contains a copy of the files distributed on the recovery disks that you can use if you need to recover again in the future. This recovery image uses a portion of the hard disk drive that cannot be used for data storage.

Using the System Recovery Program

1 *If* your PC still boots into Windows, you can back up all data files that you want to save onto removable media (for example, a CD or DVD).

2 Insert the *System Recovery* **DISC** *1* or labeled ***Operating System CD*** if you do not have a disc labeled *Disc 1* into the appropriate CD or DVD drive.

3 Turn the computer off:

• If the PC is not responding: Press and hold the Power ON button for approximately 5 seconds until the PC turns off

OR

• If the PC still boots into Windows: Click **Start** on the taskbar**,** and then click T**urn off**.

4 Disconnect all the devices that are connected to the PC except the power cord, monitor, keyboard, and mouse.

5 Disconnect or remove all external drives.

6 Press the power (on) button to start the PC.
The PC starts the recovery from the first disc, and prompts you to select a Standard Recovery, or QUIT the recovery program**.**
If the CD DID NOT START TURN THIS PAGE OVER AND FOLLOW THE DIRECTIONS UNDER CHANGING THE BOOT ORDER.

7 *Press* **F** *to select a Full System Recovery*.
.

• Press Y to confirm that you want to start **the Full System Recovery**. When the Welcome screen appears, click **OK** to continue.
When the recovery program finishes with the disc, the drive tray ejects.

8 Remove the disc and, if you received more than one recovery disc, insert the next disc in the same tray, close it, and then click **OK**.

Note: If you have a PC with two drive trays, they may both open. Close them before clicking **OK**.

9 Repeat the previous step for each numbered recovery disc you received

10 After the last numbered disc is ejected, remove it, and click **RESTART** to restart your computer.

After your PC restarts, a series of Windows startup screens appears:
> *If you are prompted to insert the Supplemental Recovery disc,* continue with step B. If you are NOT prompted to insert the Supplemental Recovery disc, skip to step 11.

B Insert the Supplemental Recovery disc in the same drive you may have been using, close the tray and click **OK**.

*Your PC will automatically restart a number of times before displaying the Recovery Complete message.

11 Click OK to turn your PC off.

Performing the Post-Recovery Procedure

1 Restart your PC, and when the Windows welcome screen appears, click **NEXT**.

2 Answer the questions in the Windows setup screens, and click **Finish** in the last screen to display the Windows Desktop. It is not necessary to re-register your computer unless you so desire to.

3 Turn your PC off. Reconnect all devices that were originally connected to your PC, and restart your PC.

4 Reinstall software that originally came in the box with your PC and any additional software you may have purchased.
*Some of the software shipped in the box may already be installed by the recovery program.

5 If you performed a backup before the recovery, copy the data files you saved from the backup media to your hard disk drive.

NOTE: If you have questions about the System Recovery procedure, please contact HP Technical Support.
HP Smart Friend: 1 866 211 5207
HP Technical Support: 1 800 474-6836
Computer Surgeons (859) 879 - 8999

 Computer Surgeons is a third party vendor for this HP/Compaq recovery kit. HP is NOT responsible for information or assistance provided by Computer Surgeons.
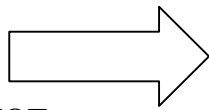
If CD/DVD DOES NOT AUTOMATICALLY BOOT: *PROCEED ON THIS PAGE*

Use the following steps to run the system recovery program. If the computer works, you can back up all data files that you want to save onto removable media, such as CD-RW or diskette. Remove the backup CD or diskette you've made. This recovery procedure will erase all data on the computer when completed.

Accessing the BIOS Setup menu

There are at least three different ways to access the BIOS setup menus depending on the type of CPU, the BIOS, and when the notebook was built. For most models, after you press the power button to turn On the computer, a prompt displays to specify what key to press to enter BIOS or Windows or diagnostic functions. For newer computers, it will be the **F10** key or the **Esc** key, however, on very old computers,you may be prompted to press the **Delete** key to enter a Setup function. If you do not press the suggested key at the proper time and the computer continues though the boot process, you will need to shutdown the computer and try the boot process again.

Pre-UEFI, before 2008 for most models.

With the computer turned Off, press the power button to turn On the computer, and repeatedly press the F10 key.

Normally, the Compaq or HP splash screen will display a message to **press F10 to enter the BIOS** just before the BIOS menu is displayed.

UEFI Enabled, 2008 to mid 2011 for most models.

If the computer has the UEFI pre-BIOS environment, when the Compaq or HP splash screen displays, you are

BEGIN HERE

prompted to press Escape to enter Start Up Menu. Then there is a prompt to press F10 to enter the BIOS Setup. Because of the different types of CPUs and BIOS configurations, it may be possible to turn On the power and press F10 for the BIOS without going through the UEFI Start Up Menu.

Shortened Startup without splash screen, mid-2011 or later for most models. To help computers start faster, on some models the Compaq or HP splash screen is not displayed during the start up process. In this case, after pressing the power button, repeatedly press the Esc key to enter the Start Up Menu, and follow the prompt to press F10 to enter the BIOS Setup.

Change the Boot order in the BIOS:

1. Turn off the computer:
   a. If the computer still boots to Windows, click **Start,** click **Turn Off Computer**, and then click **Turn Off**
   b. If the computer is not in Windows, press and hold the power button in for approximately five seconds until the computer turns off.
2. Disconnect devices that are connected to the USB, Firewire, parallel and serial ports, except the keyboard, and the mouse, monitor and power cord.
3. Turn on the computer.
4. When the screen with the HP or Compaq logo appears, press the "**F1**" key on the keyboard 5 times until **ENTERING SETUP** is displayed. (You only have a few seconds to press the "F1" key before the normal windows startup process continues.) Wait until the BIOS setup

program opens. Some older models use F2, F10, F11, or F12 instead of F1

5. Press the right arrow key to select "**BOOT**".
6. Press the down arrow key to select Boot Device Priority, and then press Enter on the keyboard. Sometimes It may be listed as 1st Boot Device, 2nd Boot Device, etc…under the heading BOOT and you will not have a sub category as described in step 6.
7. Change the first boot device to CD-ROM using one of these methods:
   a. Press the down arrow key to select the CD-ROM item. Press the **SHIFT** key and the **"+"** (plus) key to move the CD-ROM item up until it is the first boot device in the list. -OR-
   b. Press the down arrow key to highlight the First Boot Device selection. Press the **SHIFT** and + **(plus)** key until CD-ROM is the selection.
8. Press the "F10" key to save changes
9. Press "Y" or Enter to confirm that you want to save changes and EXIT.

On some newer PC's you can press the ESC key when the computer first powers on and manually select CD ROM from the boot menu, if the above procedure does not work.