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Best Practices for Using Your HP OmniBook

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Sources of Information

- * The printed *User's Handbook* introduces the OmniBook and shows you the OmniBook basics. It also contains troubleshooting information.
- * The online *Reference Guide* shows how to set up the operating system, install and connect accessories, change BIOS settings, and upgrade and troubleshoot the OmniBook. (Click Start, Programs, OmniBook Library)
- * The Microsoft Windows manual, shipped with your OmniBook, contains information about using the standard features of your Windows operating system.
- * For information about accessories, updates to the BIOS, and other technical documentation, connect to our website at <http://www.hp.com/omnibook> or <http://www.europe.hp.com/omnibook> (European mirror).

Precautions

This section describes certain situations that could cause serious loss of data.

Do not remove a data storage PC Card while it is actively reading or writing. This could cause its data to become corrupted.

Certain applications, such as Intuit's Quicken, keep their working files open, and they update the files as you make changes. For such applications, you should open only files that reside on the hard drive, not on a removable disk. An open file on a removable disk (such as a floppy disk or PC Card) is susceptible to corruption in certain situations.

Before suspending, docking, or undocking your OmniBook, always save your data and close any applications you have open, especially applications that are not power aware, audio and video applications, and applications using PC Cards and I/O devices such as a CD-ROM drive.

Saving Power with Speed Step Technology

Certain new OmniBook products contain high-speed Pentium III processors that can run at two speeds using Intel SpeedStep Technology. The computer uses less power when the processor runs at the lower speed.

The processor automatically switches to high speed when the ac adapter is connected, and switches to the lower speed when running on battery power.

You can change how the processor speed switches. To disable this feature or configure the speed at boot, run BIOS Setup and change the Intel SpeedStep Technology setting in the Power menu. To configure the speed changes while Windows is running, double-click the SpeedStep Technology icon in the taskbar.

Serial Mouse Problems

If you have problems with a serial mouse that you can't resolve using the suggestions in the OmniBook manuals, you should consider using a PS/2 mouse instead. The PS/2 bus provides better support for pointing devices than the serial bus does, especially when docking and undocking under power management.

Using an Older Microsoft Serial Mouse Model

The OmniBook cannot use Suspend mode with two of Microsoft's older mouse models (parts #28898 and #07685). The suspend and resume activity causes the OmniBook to lock up with these mice. If you are using one of these mice, do the following to prevent this problem:

1. Open the BIOS Setup utility (reboot, then press F2).
2. In the Power menu, disable the setting for Resume on Serial Ring.
3. Save and exit the Setup utility.

Using a Microsoft or Logitech PS/2 Mouse with a Scrolling Button

The current drivers shipped with the above scroll button mice react differently to docking and suspend/resume events.

- * Leave the PS/2 Devices setting in the BIOS setup utility on Auto.
- * If you're using a Microsoft mouse
 - If you plug the MS mouse into the OmniBook while the OmniBook is running or in suspend mode, reboot the OmniBook to enable the scroll button.
 - If the MS mouse is attached to a dock, docking the OmniBook while it is running, in suspend mode, or off enables scrolling.
- * If you're using a Logitech mouse
 - If you plug the Logitech mouse into the OmniBook while the OmniBook is running, the OmniBook must be suspended and resumed to enable scrolling.
 - If the Logitech mouse is attached to a dock, the OmniBook must be suspended and resumed after it is hot docked.
- * Docking the OmniBook while it is suspended will enable the scroll button for both mice.

Check with your vendor for updated drivers for these scroll button mice.

Using Media Player (Windows 95 and Windows NT)

If Media Player does not play certain AVI files correctly, try opening them with Mplay32.exe. Click Start, Run, type mplay32 and click OK.

Using VirusScan without a Floppy Drive (Windows 95/98/NT)

Make sure you do not enable the VirusScan option for checking the floppy drive at shutdown. Otherwise, if you shut down the computer without a floppy drive present, the computer may take several minutes to shut down and may beep loudly. To disable this option, double-click the VirusScan icon in the taskbar, then click Properties and view the Detection tab. In Windows 95/98, clear Shutdown under Scan Floppies. In Windows NT, clear Floppy During Shutdown under Scan.

Changing Smart CPU Mode

Smart CPU Mode is initially enabled in BIOS Setup. This setting allows the computer to conserve power when it's running on battery power. This doesn't significantly affect performance in most situations. However, if you notice slower performance for certain applications while running on battery power, try disabling Smart CPU Mode in BIOS Setup (press F2 during boot).

Using an IDE Drive in a Docking System

If you install an IDE drive in a docking system PC device bay, you should set the IDE jumpers on the drive to the Single or Cable Select setting. Whenever you want to partition or format a drive that's larger than 8 GB, you must first use Device Manager to turn on the Int 13 setting for the IDE drive.

Recalibrating the Battery Gauge

If your battery operating time has decreased slightly over several months or more, you may want to recalibrate the battery gauge. This maximizes your available operating time. However, recalibration does not reverse the effects of battery aging, which can also reduce operating time. Follow these steps to recalibrate the battery gauge:

1. Connect the ac adapter.
2. Shut down and reboot the computer.
3. When you see the HP logo and Setup prompt, press F6. Follow the instructions on the screen.

This process can take up to 5 hours, and you can't use the computer during that time. However, if you need to use the computer, you can interrupt the calibration and start it again later.

Windows 95/98

Energy Star Feature for Display Timeout

The Energy Star feature is implemented on the OmniBook. This feature automatically turns off the display after a period of inactivity. This reduces power consumption and extends the life of the display. If your OmniBook is on and the display is dark, press any key or move the pointing device to turn the display back on.

Using the Floppy Drive while Docked (Windows 98 Only)

If you attach the floppy drive and external module bay after docking, the drive A icon may not be available. To be recognized, the drive must be present when the OmniBook docks or boots. If the drive A icon is missing, either dock the OmniBook again with the floppy drive attached, or reboot the OmniBook.

Installing Microsoft Internet Explorer 4.01 (Windows 95 Only)

Microsoft Internet Explorer 4.01 was installed when you started your OmniBook for the first time. However, only the minimum required Microsoft Internet Explorer 4.0 files have been installed, including the Internet Explorer 4.01 browser and Outlook Express.

For a complete installation of Microsoft Internet Explorer 4.01 on your OmniBook, including all applets and tools, run the "Internet Explorer 4.0 Active Setup" located under Start Menu, Programs, Accessories, Internet Tools. This installation will allow you to install one or more of the following applets and tools:

- * Outlook Express
- * Netmeeting
- * FrontPage Express
- * NetShow
- * Web Publishing
- * Chat
- * Multimedia Enhancement including Real Player

If you want to uninstall Microsoft Internet Explorer 4.01, you can do so by going to the Control Panel, Add/Remove Programs and selecting Microsoft Internet Explorer 4.01 in the Install/Uninstall tab.

Microphone Mute

The default setting for the Mic Mute setting under the Master Out volume controls is on (checked) and the Microphone boost in the Advanced controls for Mic dialog box is set to on. We recommend that you always use these default settings. If you unmute the microphone and use the built-in microphone, the system can develop feedback, resulting in a loud squeal.

The record control mic is unmuted. This is the record path for the microphone.

Unmuting the microphone is OK if you are using an external microphone. To access the microphone settings:

1. Double-click the speaker icon in the Start menu task bar to open the Master Out dialog box.
2. Click Options, Properties.
3. Check Mic then click OK.

The Mic (microphone) options are now displayed in the Master Out dialog box. Click the Advanced button to access the Microphone Boost setting.

Changing Display Settings

You can change display settings using Control Panel Display or right-clicking the desktop and clicking Properties. However, do not change the default display type for the internal display. Leave it as Default Monitor (Windows 98) or Unknown Monitor (Windows 95). If you change the display type, certain external monitors will not be able to use resolutions higher than the resolution of the internal display. Non-Plug-and-Play (non-DDC) external monitors are affected by this setting.

Playing DVDs

If you're using both the internal screen and an external display while playing a DVD, the DVD image will not appear on a "secondary" display. If you're using Windows 98 Extended Desktop (dual displays), it won't

be shown on display 2. For any operating system, if you're not using Extended Desktop and both displays are active, the DVD image won't be shown on a display if it's set up as "secondary"--you can press Fn+F5 to switch to one display. You can change display settings in Control Panel Display on the Display tab (in Windows 98, you have to click Advanced on the Settings tab first).

For an OmniBook that doesn't come with a DVD drive, if you want to play DVD movies, we recommend using the HP F1653B DVD accessory.

If DVDs do not play smoothly on battery power, try connecting the ac adapter. If this fixes the problem, Smart CPU mode may be affecting performance on battery power. You can turn off Smart CPU mode using BIOS Setup (press F2 during boot), but this will decrease battery operating time somewhat.

Using an LS-120 Drive (Windows 95 Only)

If you try to format a floppy disk in an LS-120 drive, your computer may stop responding if you have Agate hot-swap software installed. To avoid this situation, format floppies in the floppy drive module or on another computer.

If you boot up your computer with an LS-120 drive installed, then later install a CD-ROM or DVD drive using Agate hot-swap software, the computer may stop responding. This happens because VirusScan is scanning the CD or DVD as drive A. To avoid this situation, disable scanning of drive A in VirusScan. To disable this option, double-click the VirusScan icon in the taskbar, then click Properties and view the Detection tab. Clear the Access and Shutdown options under Scan Floppies On.

Choosing Power Management Timeouts (Windows 95 Only)

If you have Agate hot-swap software installed, you should use power management timeouts that correspond to the settings for Max Power Savings in BIOS Setup. If you select longer timeouts, such as those for Max Performance, the computer may not turn off as expected, causing the battery to run down completely.

Maintaining Power Management (Windows 98 Only)

When Windows 98 detects that your Automated Power Management (APM) system is not operating properly, it may ask you whether you would like to disable APM. Answer No to ensure longer battery use. If APM is disabled, the computer will not suspend, hibernate, or timeout.

In some cases, Windows 98 will automatically disable APM and remove the Standby option from the Shut Down window. Use these steps to restore APM.

1. In Control Panel, open System.
2. On the System Manager tab, expand the System Devices item. Select Advanced Power Management and click Remove.
3. Restart the computer.
4. In Control Panel, double-click Add New Hardware and follow the prompts to install support for APM.
5. Restart the computer.

If you have problems, visit <http://search.microsoft.com/default.asp> and search for Q188134 in the Support & the Knowledge Base. When the search is complete, click on the article entitled "Standby Missing from Windows Shutdown Dialog Box."

Using PC Cards in a Dock (Windows 95)

If you use a PC card in a dock, you should insert the card only when the computer is running or after it is shut down, and remove the card only after stopping the card using the PC Card icon in the taskbar or after shutting down. If you remove the card while the computer is suspended, the computer may stop responding.

Using a Video Card in the F1477A Docking System

When using an external video adapter in the F1477A docking system, your OmniBook may lock up if the OmniBook is suspended, or if you dock or undock the OmniBook while it is turned on.

In Windows 95, to avoid this problem with an external video adapter in the F1744A docking system:

- * Set the Primary Video Adapter BIOS setup option to Auto so that the BIOS uses the external video adapter on boot.
- * Shut down your system from the Start, Shutdown menu before docking or undocking.
- * Avoid Suspend to RAM while docked. To avoid Suspend to RAM:
 - Do not push the blue power button.
 - Do not press Fn+R on the keyboard.
 - Leave Time-out on AC disabled in the BIOS Setup.

In Windows 98, to avoid this problem with an external video adapter in the docking system, set the Primary Video Adapter BIOS setup option to Internal so that the BIOS uses the internal video adapter and leaves the external video adapter for use by Windows 98 as a second video adapter. With this setting in Windows 98, you can suspend the OmniBook, or dock or undock the OmniBook while it is turned on.

Windows NT 4.0

Restoring Operation under Windows NT

For Windows NT, if you install new services, hardware devices, or applications, you must reinstall the Service Pack from the Recovery CD—see the topic farther below. This ensures that the Service Pack components and other related components work properly. It will not write over any applications, settings, or drivers you have installed.

For example, if you install Windows network support, you should reinstall the Service Pack so that other components work properly.

Suspend Mode and the F1477A Docking System

The OmniBook may lock up if the OmniBook is suspended while docked to the F1477A docking system. This is true even if the Phoenix APM driver is loaded. To avoid suspending:

- * Do not push the blue power button.
- * Do not press Fn+R on the keyboard.

* Leave Time-out on AC disabled in the BIOS Setup.

Using PC Cards

Use of some point-enabled cards and possibly other cards may prevent the system from hibernating when battery power is low. Instead, the batteries can drain to the point of a nonrecoverable shutdown (data is lost). To prevent this from happening when using these cards, do not leave the system unattended when the batteries may drain to this low level. Instead, either connect a charger or power the system off. If APM is installed on the OmniBook, the system will warn about low battery conditions. You should save any data at this time.

Using multiple PC Cards configured with Auto configuration may cause IRQ conflicts. If this occurs, configure the PC Cards manually when more than one is installed. When installing an ATA disk, run winmsd.exe in \winnt\system32\ and click the Resources tab to find an unused IRQ (not displayed in the list). In the factory configuration, IRQ 11 is usually available. Click OK to quit winmsd and then manually configure the disk to the available IRQ.

Installing VirusScan and Card Executive

If you will be installing both VirusScan and Card Executive, install VirusScan first.

If you've already installed Card Executive, install Windows NT Service Pack 5 (see the next topic) before installing VirusScan. If you don't install SP5 after Card Executive, you may get an error while installing VirusScan. If you already got this error, install SP5, then VirusScan.

Reinstalling Service Pack 5 for Windows NT 4.0

Service Pack 5 is installed by default in the original OmniBook software. It is located on Recovery CD in the root directory \NT4_SP5. Follow these steps if you need to install it again:

1. Connect the ac adapter and turn on the OmniBook.
2. From the Start menu, click Run.
3. From the CD-ROM drive, run \NT4_SP5\Sp5i386.exe.

Matching the Keyboard and Driver

The Windows NT keyboard driver defaults to the OS language. For example, a unit with a French OS defaults to the French keyboard driver, regardless of what keyboard is actually installed. If your OmniBook has a keyboard other than the standard keyboard for your OS language (for example, French Canadian), the keyboard may not work properly.

To select the correct driver for your keyboard

1. From Control Panel, double-click Keyboard, Input Locales.
2. Select the correct keyboard input locales and layout for your keyboard.

Dr. Watson Errors during Software Installation

If you get a Dr. Watson error message during a software installation, acknowledge the message and continue the installation. For more information about the Dr. Watson utility, see the Microsoft website at <http://www.microsoft.com>.

Windows 2000

Software and Drivers for Windows 2000

To get the latest software and drivers for Windows 2000, check the HP Customer Care website, www.hp.com/go/support.

Protecting Your Data While Suspended

HP provides a battery driver that protects your unsaved data from being lost if the battery runs down completely while the computer is suspended. This driver enables the computer to automatically switch to Hibernate mode and save the data. In Device Manager, check the Batteries group to see whether the "Hewlett-Packard ACPI-Compliant Control Method Battery" device is active. If this device is not present, download and install this HP battery driver from the HP Customer Care website, www.hp.com/go/support.

Fixing Video Problems

If you experience problems similar to these, check the HP Customer Care website, www.hp.com/go/support, for a newer video driver:

- * If the display does not turn off after the display time-out period, check for a new video driver.
- * If the Windows buttons at the top-right corners of windows are missing after resuming from suspend, check for a new video driver.
- * If DVD output is distorted during playback on the built-in display and you have set its resolution to a lower setting, try changing the resolution to its original setting or check for a new video driver.

Running the Tour of Windows 2000

In the Getting Started window, you can click Discover Windows for a tour of Windows 2000. When you're prompted to insert the CD, click Cancel and type `c:\tour` to start the tour.

Using a CD-ROM Drive in a Docking System

A CD-ROM drive in a docking system uses the Aux B audio channel for audio output. To mute the output from this device, you must use the Mute control for the Aux B channel.

Using VirusScan with a Network Connection

If you connect to a network using a logon that's different from your Windows logon, you may get an error message from VirusScan each time you connect. To eliminate the message, assign Windows administrator privileges to the network logon.

Best Practices for Using Your HP OmniBook

The following are recommendations on how to maintain your HP OmniBook during everyday use, as well as how to prevent potential physical damage or data loss. Hard disk drives and other internal components are not infallible, and can be damaged by inappropriate handling and operation.

Physical Care

- * Avoid bumps or jolts.
 - Suspend or shut down the HP OmniBook before transporting it. This turns off the hard drive. A drop of a few inches onto a rigid surface while the hard drive is operating could cause loss of data or damage to the drive.
 - Carry the HP OmniBook in a padded case to protect against bumps and jolts.
 - Set down the HP OmniBook gently. Take precautions against accidental bumps.
 - Do not operate the HP OmniBook while traveling over bumpy terrain.
- * Make sure there is adequate ventilation around the HP OmniBook. Suspend or shut down the HP OmniBook before putting it in a carrying case or other enclosed space.
- * Do not pick up or carry the HP OmniBook by the display.
- * Do not use the HP OmniBook outside in the rain or snow (inclement weather) or in any extremes of temperature or humidity.

General Use

- * Set the brightness of your display to the lowest comfortable level. This will help prolong your battery charge.
- * Back up your work regularly. Copy files to floppy, tape or network drives.
- * Use a virus scanning program, preferably one that will run automatically, to check the integrity of your files and operating system on a periodic basis. Check your disk using "scandisk" and "defrag" utilities.
- * Before undocking, you may need to shut down the HP OmniBook.
 - For Windows NT 4.0 or other non-Plug-n-Play operating systems, you must shut down Windows and wait a few seconds to complete disk activity before undocking.
 - For Windows 95 or other Plug-n-Play operating systems, you do not have to shut down before undocking.

See your OmniBook manual for details on how to start and stop your HP OmniBook.

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