VAIO

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 team.
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
For detailed information on the backup and recovery processes, see **Data Backup/Computer Recovery** in this user's manual.

1 Read the Recovery and Troubleshooting Guide (this user's manual).
When you find your VAIO computer not working successfully, read this **Recovery and Troubleshooting Guide** first 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.
https://eu.vaio.com/support/

3 Contact our Support Call by phone.
If you need further assistance from our support experts, feel free to call us.
Support Hours :
Monday - Friday, 9 - 18 (local time)
Support Call : +44 (0)33-33 36 91 74
Please understand that there may be some questions that TREKSTOR GmbH 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 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.

Data Backup/Computer Recovery

What is data backup?
Data backup is to make a copy of your data stored on the built-in hard disk or SSD of your VAIO computer and store it on another storage device for the purpose of restoring your data in case of data corruption or loss.
As you use your VAIO computer, you store a wide variety of data, including document files and photo files from digital cameras, on the built-in storage device of the computer. This stored data, however, may be corrupted or even lost in the event of computer failures or computer virus infections. Therefore, it is critical and recommended that you make a backup copy of your valuable data and store it on another storage device, such as an external hard disk, on a regular basis.

To make and store a backup copy
You can use a Windows function to make a backup copy of your data on the built-in storage device of your VAIO computer and store its contents by file types, such as emails and photos, on another storage device.

1 Plug an external storage device for data backup to your VAIO computer.
2 Select (Start), (Settings), **Update & Security**, and **Backup**.
3 Select **Add a drive**, and then select the storage device to store the backup copy from the displayed drive list.
4 Select **More options**.
5 Select **Back up now**.

> **!Notice**
> • There may be music files and images files under control of some apps provided with your VAIO computer of which you cannot make a backup copy. If those apps have their own backup tools, refer to respective help files.
> • If your data is encrypted, be sure to decrypt it before starting data backup.

To restore the backup copy
You can use a Windows function to restore your backup copy.

1 Plug the external storage device containing the backup copy to your VAIO computer.
2 Select (Start), (Settings), **Update & Security**, and **Backup**.
3 Select **More options**.
4 Select **Restore files from a current backup**.
5 Select a folder or a file to restore, and then select .

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 subsequently. 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 subsequently.
• 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 many 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.
For details on how to recover your VAIO computer, see the following instructions in this user's manual:
- **Recovering your VAIO computer while retaining your files and settings**
- **Recovering your VAIO computer while erasing your files and settings**
- **Recovering your VAIO computer with your USB recovery media flash drive**

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.

> **!Notice**
> • 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 purchase a USB recovery media flash drive.
> • 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 purchase a USB recovery media flash drive.
- 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.

> **!Notice**
> • Use a USB flash drive with a capacity between 16 GB to 32 GB.
> • 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.

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

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

3 Follow the on-screen instructions.

> **!Notice**
> • 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 subsequently.

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

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

> **!Notice**
> If turning on your VAIO computer does not start Windows, the **Choose an option** screen appears. Select **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

> **!Notice**
> • 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 subsequently.

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

> **!Notice**
> If turning on your VAIO computer does not start Windows, the **Choose an option** screen appears. Select **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.

> **!Notice**
> 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.

1 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.
2 Select (start), (Power), and **Shut down** to completely shut down the computer.
3 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.
4 Select **UK** on the **Choose your keyboard layout** screen and wait until the **Choose an option** screen appears.
5 Select **Troubleshoot** and **Recover from a drive**.
6 Follow the on-screen instructions.

> **!Notice**
> During computer recovery, if the screen prompting reconfiguration of the TPM (Trusted Platform Module) appears as Windows restarts, select **Reject** and press the **Enter** key.

> **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/Start-up

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 **Start-up 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 **Start-up 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. Proceed 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. For the location of the battery off button, refer to **Locating Parts and Controls** in the **Start-up 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, 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 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. Proceed 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. For the location of the battery off button, refer to **Locating Parts and Controls** in the **Start-up 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, 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.

> **!Notice**
> If you do not charge the battery for a long time, the voltage may drop as the battery self-discharges, which causes the safety function to trigger so that the battery can no longer be used. The time before the safety function triggers varies depending on the ambient temperature.
> We recommend charging the battery every few months, even if you will not be using your VAIO computer for a long time.

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.
• Press the **Ctrl+Alt+Delete** keys, select (**Shut down**) at the lower right of the computer screen, and then select **Shut down**.
• 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 **Start-up 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 Hibernate mode and eventually turns off. For connecting the computer to a power outlet, refer to **Connect to a Power Outlet** in the **Start-up 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 One-Time Password appears and Windows will not start. Proceed as follows, and then turn on the computer once again and enter the correct power-on password.

• 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.

The power-on password is case-sensitive. When the Caps Lock indicator is turned on, everything is entered in capital letters. To turn off the Caps Lock indicator, press and hold the **Shift** key and press the **Caps Lock** key. For the location of the Caps Lock indicator, refer to **Locating Parts and Controls** in the **Start-up Guide**.

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. When the Caps Lock indicator is turned on, everything is entered in capital letters. To turn off the Caps Lock indicator, press and hold the **Shift** key and press the **Caps Lock** key. For the location of the Caps Lock indicator, refer to **Locating Parts and Controls** in the **Start-up Guide**.

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 ⊞ (start), and then select **VAIO Control Center** from the menu.

• 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 **Flight mode** is set to **On**, you cannot use the wireless keyboard function. Select ⊞ (Start), ⚙ (Settings), and **Network & Internet**, and then set **Flight mode** to **Off**.

A If the problem is not resolved even after doing the above operations, you need to redo pairing. Refer to the **Start-up 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 minimise 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 indicator is turned on. When the Caps Lock indicator is turned on, everything is entered in capital letters. To turn off the Caps Lock indicator, press and hold the **Shift** key and press the **Caps Lock** key. For the location of the Caps Lock indicator, refer to **Locating Parts and Controls** in the **Start-up Guide**.

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 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 about 30 minutes. 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, proceed 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 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.

!Notice
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 conclude 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 configure 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 **Start-up 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 configure 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), ⚙ (Settings), **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. For more information, refer to **Inserting the SIM Card (On models with wireless WAN capability)** in **Start-up Guide**.

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 minimise 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 and ask for a repair service.

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:

1 Connect an external device to your VAIO computer.

2 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.

3 Select **Start from media (USB device)**. Now your VAIO computer starts booting up from the connected drive.

!Notice
• 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.

Disposal and Recycling

Notes on disposal

🗑 This symbol on the device and in the accompanying documentation indicates that the device must be disposed of separately from normal household waste. This device (and the battery it uses) contain valuable raw materials such as rare earths and precious metals as well as components that are harmful to the environment and/or human health if not disposed of properly. By properly disposing of used appliances and batteries, you are making a vital contribution to conserving resources, minimising pollution, and protecting the environment as best as possible.
Under European law you are required as a consumer to dispose of electronic waste and used batteries/appliances separately. As per national laws and provisions and/or EU Directives 2012/19/EU and 2006/66/EC, electronic waste and used batteries must be taken to the appropriate collection centres. In EU member states, you can dispose of electrical or electronic equipment free of charge at special collection points near you. For more information, please contact your local authority. In some member states the retailer is obliged to take back the old equipment free of charge when buying new equipment. For further information, please contact your dealer. Please note: Improper disposal of used appliances and batteries is a criminal offence in certain countries.

Notes on recycling

♻ Your device and its sales packaging consist of valuable raw materials, which must be recycled in the interest of environmental protection. Contact your city or municipal authority for information on the correct method of disposal.

Notes on disposal

These symbols only apply in the European Union. Information on proper disposal of these devices is available from your local competent authority or from the retailer.