

P1 Frequently Asked Questions

P1 Optimized System Restore Utility:

- 1) *Using a two disc set: upon selecting the recovery archive (.TIB), a message appears “Archive Corrupt”.*

Solution(s): If two discs are provided, please be sure Disc 2 of 1 is inserted at the point where you have the option to select the recovery archive from your DVD drive. If you should continue to receive this error, please inspect the disc surface for scratches or polish with a fine cloth and re-try.

If you are only using a one disc set, please clean the surface of the disc and re-try. If to no avail, please contact support@portableone.com

- 2) *While activating, you are prompted for a Windows XP license key but the Vista license provided will not work.*

Solution: **An XP product key is required during the Windows Setup process (Out Of Box Experience) only. You do not have to re-enter a key to activate once in Windows.** Although Portable One provides an optimized installation of Windows designed for your laptop, a Windows XP product license key is not included. If you do not have an XP product key to use, please contact Portable One support@portableone.com

- 3) *My wireless LAN does not work.*

Solution: Please be sure the wireless LAN is enabled in Windows. Some laptops feature wireless/LAN enable/disable buttons and FN keys. Please refer to your laptop’s user manual for specific wireless connection enabling steps.

Verify that wireless is enabled in Windows as well as your wireless connection client; e.g., you may have a laptop equipped with Intel Pro Set wireless therefore a Pro Set wireless utility will be available. Or you can choose to use the Windows wireless client. Please refer to your user’s manual for specific instructions.

Verify that your access point or router is powered on and able to send/receive a data transmission.

If you have an 802.11AGN wireless device it is important that your router is fully compatible with that protocol. Please contact the manufacturer of your router to get the latest drivers and firmware for your device.

Your wireless access may be code encrypted. Verify that you have full access or correct encryption key.

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4) *My hard drive shows less space available than the size drive I ordered. Did I receive the drive I ordered?*

Answer: The operating system allocates space on your hard drive to install boot files and instructions that enable the system to start up therefore the operating system will never display the full capacity as specified. This applies to all hard drives on any computer.

5) *I received a new Sony VAIO (with a Blu Ray drive) loaded with the P1 Optimized image but a Blu Ray player is not installed.*

You may have selected to purchase the P1 Optimized Image with out the Blu Ray player software included. We do offer it as a package and if you would like to purchase a BR player software package please contact our friendly sales staff: sales@portableone.com.

6) *My operating system is running very slow. Do I need to send my laptop in for warranty service?*

You may not need to send in your laptop for repair. A virus or spyware application may be installed, robbing your system of resources and wreaking havoc on your file system. Please use your Anti-Spyware, Adware, Virus, Trojan and Worm applications and services to remove intruding software. Also, there are a number of helpful all-in-one PC maintenance applications available and many are free-ware that you can download quickly and are very effective.

A few important tips that will help keep your laptop performing clean and fast.

- Defragment your drive at least once a week if you read and write from the drive constantly on a daily basis.
- Use the disk cleaning utilities that most operating systems include. If you are low on disc space the operating system may run slower than usual.
- Keep your anti-virus and spyware service and virus definitions up to date.
- Always check for device driver and firmware updates. PC's aren't perfect machines, until they are, manufacturers and developers will continuously update software to fix issues as needed.
- Be selective when installing new applications. Many users download and install software apps that they never use yet keep installed. This increases the potential for incompatibility issues and programs running in the background.
- Run config.exe from the Run Window and uncheck the programs you know you have installed and will not use. Some maintenance tools will uninstall applications you never use.