

**NOTE**

From time to time, Windows® will display a pop-up that says, “Windows® needs your permission to continue.” This is a security feature to prevent programs or people from doing things on your computer without your permission. If you were trying to perform the action, click Continue; otherwise, click Cancel. If unsure, cancel and try again.

## Recovering the Internal Storage Drive

Your computer includes recovery utilities to allow you to recover your internal storage drive if necessary.

The following internal storage drive recovery options are available:

Recovery option	Description
Recover to out-of-box state	This option restores the original factory image to your internal storage drive, returning your computer to its out-of-box state. (Recommended recovery method)  See <a href="#">“Recovering to out-of-box state (recommended recovery method)” on page 62.</a>
Recover to a custom size partition	This option allows you to specify a custom size for the C: partition and then restores your C: drive to its out-of-box state. Note: With this option, any changes you made to the C: drive and any other drive partitions you may have created are deleted.  See <a href="#">“Recovering to a custom size partition” on page 64.</a>
Recover without changing the internal storage drive partitions	This option recovers just your C: drive, leaving any other partitions you may have created (for example, a D: drive) intact.  See <a href="#">“Recovering without changing the internal storage drive partitions” on page 67.</a>
Restore from recovery media	If you have created recovery media (strongly recommended), you can recover your system even if the recovery utilities have been deleted from your internal storage drive or if you have replaced your computer’s internal storage drive.  See <a href="#">“Creating recovery media” on page 69</a> and <a href="#">“Restoring from recovery media” on page 70.</a>

**NOTE**

- ❖ During the internal storage drive recovery process it is strongly recommended that your computer be connected to an external power source via the AC adaptor.
- ❖ It is strongly recommended that you create recovery media before using your system for the first time. For more information on creating recovery media, see [“Creating recovery media” on page 69](#).
- ❖ The Toshiba Recovery Wizard also provides the option of erasing your internal storage drive, without restoring the information on the drive. See [“Erasing the Internal Storage Drive” on page 72](#) for more information.

**Recovering to out-of-box state (recommended recovery method)****CAUTION**

Recovering an internal storage drive to its out-of-box state deletes all partitions on the drive and all information stored in those partitions. Be sure to save your work to external media before executing the recovery.

**NOTE**

During the recovery process it is strongly recommended that your computer be connected to an external power source via the AC adaptor.

You can recover the original factory image (returning the computer to its out-of-box state) using the utilities stored on your computer's internal storage drive or using recovery media, if you have created recovery discs. To recover using the first method, follow the procedure below. To recover using the second method, see [“Restoring from recovery media” on page 70](#).

To recover the original factory image using the utilities on your computer's internal storage drive:

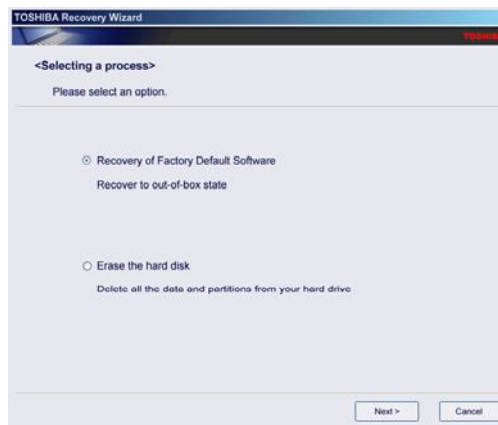
- 1** Make sure the computer is turned off.
- 2** Press and hold the 0 (zero) key on your keyboard while powering on the computer.
- 3** If your system offers a choice of Windows Vista® 32-bit or 64-bit operating system, select one at this time. If not, skip to step 4.

- 4 A warning screen appears, stating that when the recovery is executed all data will be deleted and rewritten. Click **Yes** to continue.



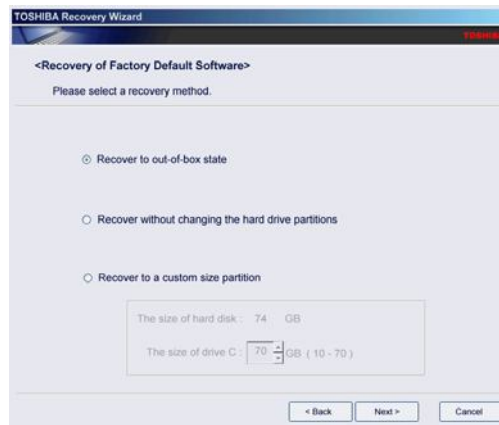
*(Sample Image) Warning screen*

- 5 When the Toshiba Recovery Wizard opens and the Selecting a process screen displays, select **Recovery of Factory Default Software** and then click **Next**.



*(Sample Image) Selecting a Process screen*

- 6 The Recovery of Factory Default Software screen appears. Select **Recover to out-of-box state**.



(Sample Image) Recovery of Factory Default Software screen

- 7 Click **Next**.

A confirmation message displays reminding you that all data will be lost during the recovery process. Be sure to save your work to external media before proceeding.

- 8 Click **Next** to begin the recovery.

When the process is complete, a message displays indicating that the internal storage drive has been recovered.

- 9 Press any key on the keyboard to restart the computer.

## Recovering to a custom size partition

### CAUTION

Recovering to a custom size partition deletes all partitions on the drive and all information stored in those partitions. Be sure to save your work to external media before executing the recovery.

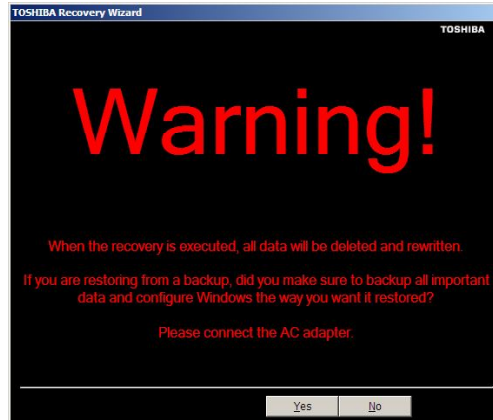
### NOTE

During the recovery process it is strongly recommended that your computer be connected to an external power source via the AC adaptor.

The “Recover to a custom size partition” option restores your C: drive to its out-of-box state, and allows you to specify the size for the C: partition. You can resize and recover the C: drive using the utilities stored on your computer’s internal storage drive or using recovery media, if you have created recovery discs. To recover using the first method, follow the procedure below. To recover using the second method, see [“Restoring from recovery media” on page 70](#).

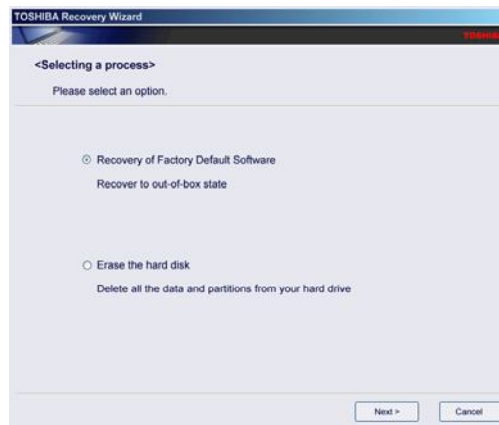
To resize and recover the C: drive using the utilities on your computer’s internal storage drive:

- 1** Make sure the computer is turned off.
- 2** Press and hold the 0 (zero) key on your keyboard while powering on the computer.
- 3** If your system offers a choice of Windows Vista® 32-bit or 64-bit operating system, select one at this time. If not, skip to step 4.
- 4** A warning screen appears, stating that when the recovery is executed all data will be deleted and rewritten. Click **Yes** to continue.



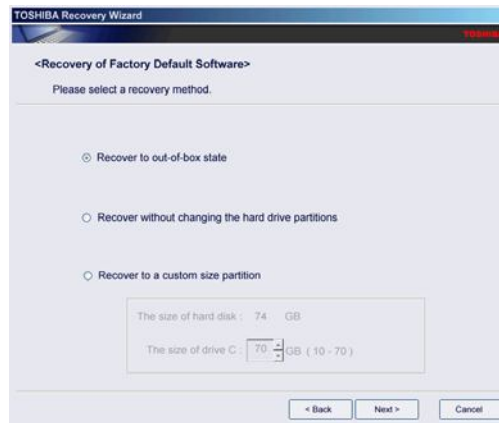
*(Sample Image) Warning screen*

- 5 When the Toshiba Recovery Wizard opens and the Selecting a process screen displays, select **Recovery of Factory Default Software** and then click **Next**.



(Sample Image) Selecting a Process screen

- 6 The Recovery of Factory Default Software screen appears. Select **Recover to a custom size portion**.



(Sample Image) Recovery of Factory Default Software screen

- 7 Use the on-screen arrow buttons in **The size of drive C:** field to set the partition size.
- 8 Click **Next**.

A confirmation message displays reminding you that all data will be lost during the recovery process. Be sure to save your work to external media before proceeding.

- 9 Click **Next** to begin the recovery.

When the process is complete, a message displays indicating that the C: drive has been recovered.

- 10 Press any key on the keyboard to restart the computer.

### Recovering without changing the internal storage drive partitions

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**CAUTION**

Recovering without changing the internal storage drive partitions deletes all information stored on the C: drive. Be sure to save your work to external media before executing the recovery. If you have created other partitions (for example, a D: drive), those partitions will remain intact and any information on them will not be affected.

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**NOTE**

During the internal storage drive recovery process it is strongly recommended that your computer be connected to an external power source via the AC adaptor.

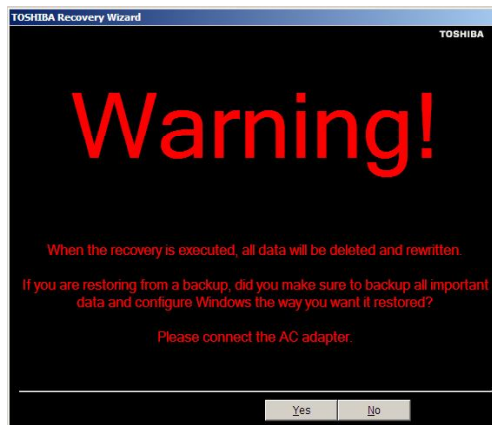
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You can recover the C: drive without affecting other partitions by either using the utilities stored on your computer's internal storage drive or by using recovery media, if you have created recovery discs. To recover using the first method, follow the procedure below. To recover using the second method, see [“Restoring from recovery media” on page 70](#).

To recover using the utilities on your computer's internal storage drive:

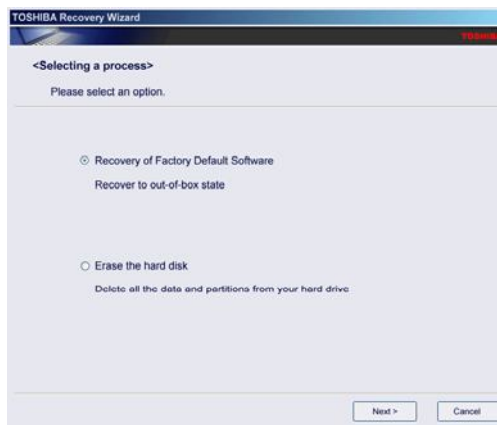
- 1 Make sure the computer is turned off.
- 2 Press and hold the 0 (zero) key on your keyboard while powering on the computer.
- 3 If your system offers a choice of Windows Vista® 32-bit or 64-bit operating system, select one at this time. If not, skip to step 4.

- 4 A warning screen appears stating that when the recovery is executed all data will be deleted and rewritten. Click **Yes** to continue.



(Sample Image) Warning screen

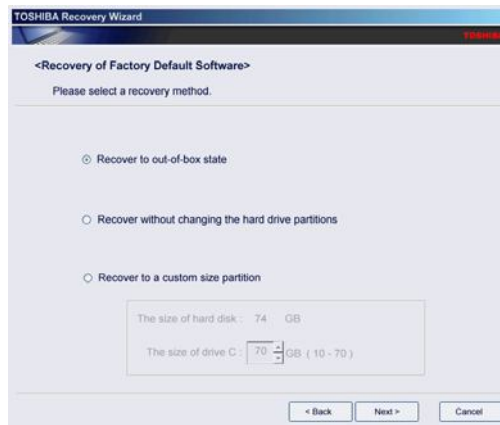
- 5 When the Toshiba Recovery Wizard opens and the Selecting a process screen displays, select **Recovery of Factory Default Software** and then click **Next**.



(Sample Image) Selecting a Process screen



- 6 The Recovery of Factory Default Software screen appears. Select **Recover without changing the hard drive partitions**.



*(Sample Image) Recovery of Factory Default Software screen*

- 7 Click **Next**.  
A confirmation message displays reminding you that all data on the C: drive will be lost during the recovery process. Be sure to save your work to external media before proceeding.
- 8 Click **Next** to begin the recovery.  
When the process is complete, a message displays, indicating that the C: drive has been recovered.
- 9 Press any key on the keyboard to restart the computer.

### Creating recovery media

Depending on your system configuration, you may be able to copy the internal storage drive recovery files to DVD, which gives you the ability to recover your system if the recovery files have been deleted from your internal storage drive or if you have replaced your computer's internal storage drive.

#### NOTE

The system will prompt you to insert several blank DVDs to copy the internal storage drive recovery files. If your optical disc drive is not a writable drive, contact Toshiba Customer Support to obtain the Recovery media for your system.

The Toshiba Customer Support Center in the United States is (800) 457-777; outside the United States it is (949) 859-4273.

To create recovery DVDs:

- 1** Click **Start, All Programs, Toshiba, Recovery**, and then **Recovery Disc Creator**.
  - 2** Select **DVD** (to create Recovery media on DVD).
  - 3** Select the items you want to copy to DVD by clicking the check box next to each item's Name—recovery files, applications (original bundled drivers and applications), or both the recovery files and applications.
  - 4** Click **Create**.
  - 5** Insert a blank DVD into your optical disc drive when prompted.
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**NOTE** As you create your recovery DVD set, be sure to label each DVD sequentially (for example, "1 of 3", "2 of 3", etc.), so that you will know in which order to insert the discs during recovery.

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- 6** Follow the on-screen prompts to complete the copy process.

For information on using the recovery media you have created with the preceding steps, see ["Restoring from recovery media" on page 70](#).

## Restoring from recovery media

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### **CAUTION**

The recovery process deletes information stored on the internal storage drive. Be sure to save your work to external media before executing the recovery.

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### **NOTE**

During the internal storage drive recovery process it is strongly recommended that your computer be connected to an external power source via the AC adaptor.

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If you have created recovery DVDs for your system, you can recover your system even if the recovery files have been deleted from your internal storage drive or if you have replaced your internal storage drive. For instructions on creating recovery media, see ["Creating recovery media" on page 69](#).

With recovery media, you can:

- ❖ Recover to out-of-box state
- ❖ Recover to a custom size partition
- ❖ Recover without changing the internal storage drive partitions

For more information on these options, see [“Recovering the Internal Storage Drive” on page 61](#).

To recover your internal storage drive using the utilities burned to DVDs:

- 1 Insert the first recovery DVD into your optical drive and power on the computer.
- 2 When the initial screen displays, press F12.  
The boot menu appears.
- 3 Using the arrow keys, select the **DVD** option and press Enter.
- 4 The Selecting a Process screen appears. Select **Toshiba Recovery Wizard** and then click **Next**.
- 5 If your system offers a choice of Windows Vista® 32-bit or 64-bit operating system, select one at this time. If not, skip to step 6.
- 6 A warning screen appears, stating that when the recovery is executed all data will be deleted and rewritten. Click **Yes** to continue.
- 7 When the Toshiba Recovery Wizard opens and the Selecting a Process screen displays, select **Recovery of Factory Default Software** and then click **Next**.
- 8 Select one of the following options:
  - ❖ **Recover to out-of-box state**—If you want to recover the original factory image (returning the computer to its out-of-box state).
  - ❖ **Recover without changing the hard drive partitions**—If you want to recover the C: partition only, leaving other partitions you may have created intact.
  - ❖ **Recover to a custom size partition**—If you want to recover the C: drive to its out-of-box state and specify a custom size for the C: drive. Note: This option deletes all other partitions from the drive.

- 9 Follow the on-screen instructions to complete the recovery process.  
When the process is complete, a message displays, indicating that the drive has been recovered.
- 10 Press any key on the keyboard to restart the computer.

## Erasing the Internal Storage Drive

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**CAUTION**

Erasing the internal storage drive will delete all data on the drive, including the partitions. Be sure to create recovery DVDs and back up your data to external media before erasing the internal storage drive.

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**NOTE**

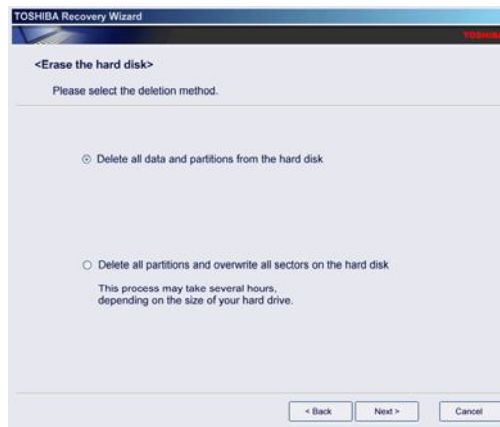
If you want to restore the internal storage drive, use one of the recovery options instead of erasing the drive. For more information, see ["Recovering the Internal Storage Drive" on page 61](#).

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To delete all data and partitions from the internal storage drive:

- 1 Access the Toshiba Recovery Wizard on your internal storage drive or on your recovery DVDs.
  - ❖ **To access the Recovery Wizard on your internal storage drive:** Press and hold the 0 (zero) key while powering on the computer. Select **Windows Vista® 32-bit** or **64-bit operating system**, if your system offers this choice. Read the Warning screen that displays and then click **Yes** to continue.
  - ❖ **To access the Recovery Wizard on your recovery DVDs:** Insert the first recovery DVD into the optical drive and power on the computer. When the initial screen displays, press F12. Using the arrow keys, select the **DVD** option on the boot menu and then press Enter. Select **Toshiba Recovery Wizard**, and then click **Next**.
- 2 Select **Erase the hard disk** and then click **Next**.

- 3 Choose one of the following options on the Erase the hard disk screen:
  - ❖ **Delete all data and partitions from the hard disk**—This option deletes all of the data on the internal storage drive without overwriting the drive.
  - ❖ **Delete all partitions and overwrite all sectors on the hard disk**—This option deletes all data and then overwrites the entire internal storage drive for security purposes. This process may take several hours, depending on the size of your internal storage drive.



*(Sample Image) Erase the hard disk screen*

- 4 Click **Next**.

A confirmation message displays reminding you that all data on the internal storage drive will be lost. Be sure you have saved your work to external media before proceeding.
- 5 Click **Next** to begin erasing the internal storage drive.

When the process is complete, a message displays, indicating that the internal storage drive has been erased.
- 6 Press any key on the keyboard to restart the computer.