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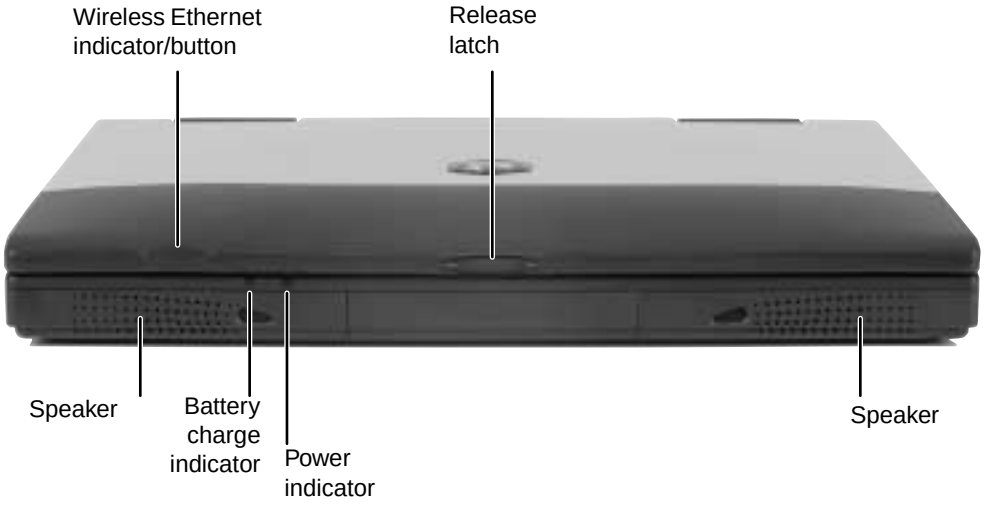
Checking Out Your Gateway Notebook

1

Tips & Tricks

To access the contents of this guide while you are traveling, download an electronic copy from www.gateway.com/support/manlib/.

Front



Component	Icon	Description
Wireless Ethernet indicator/button		Lights up when the optional wireless Ethernet is turned on. The button in the center of the indicator may be used for turning the wireless Ethernet on and off. For more information, see “Turning your wireless Ethernet on or off” on page 149.
Release latch		Open the notebook cover by sliding the release latch to the right.
Speakers		Provide audio output. Speakers are disabled while headphones are connected.
Battery charge indicator		The LED shows the battery activity and status. ▪ Green – battery is fully charged. ▪ Orange – battery is being charged. ▪ Red – battery is low. ▪ Blinking and red – battery is very low. ▪ Blinking and orange – battery is malfunctioning.

Component	Icon	Description
Power indicator		Lights up when the notebook is turned on and shows notebook power status: ▪ LED on – notebook is ON. ▪ LED off – notebook is OFF or in Hibernate mode. ▪ LED flashing – notebook is in Standby mode.

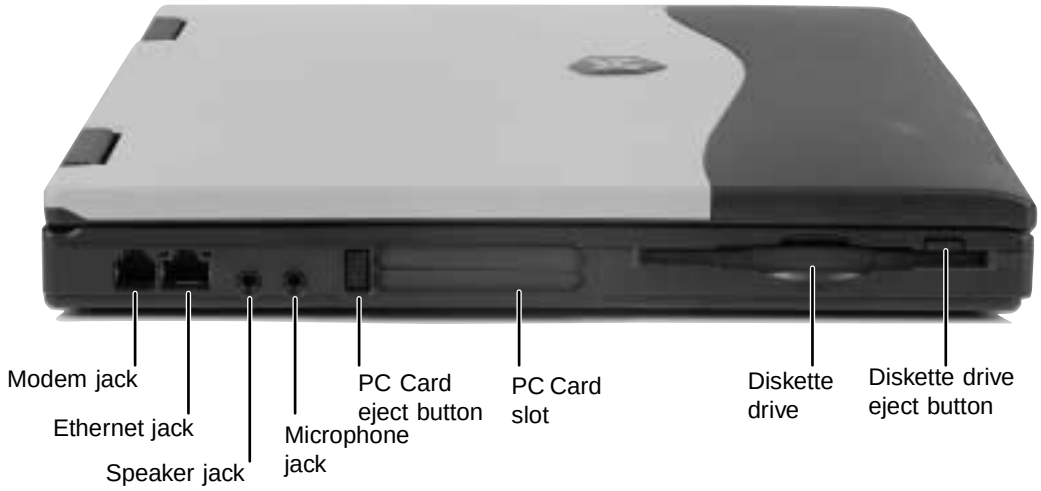
Warning

Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11b (also known as wireless Ethernet or WiFi) communication devices is an example of devices that provide wireless communication.

Important

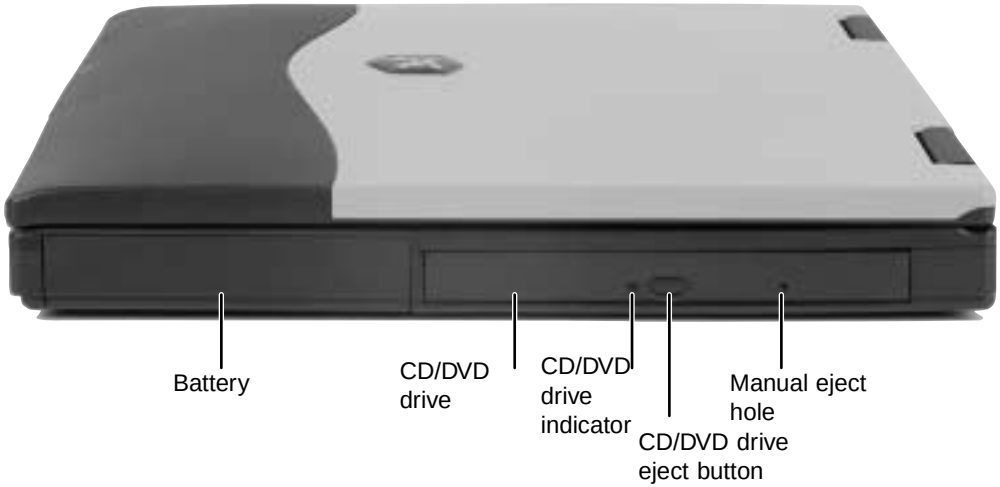
If your system came equipped with an internal radio frequency wireless device, see “Safety, Regulatory, and Legal Information” on page 221 for general wireless regulatory and safety guidelines. To find out if your system has an internal wireless device, check the label (see “Identifying your model” on page 9).

Left Side



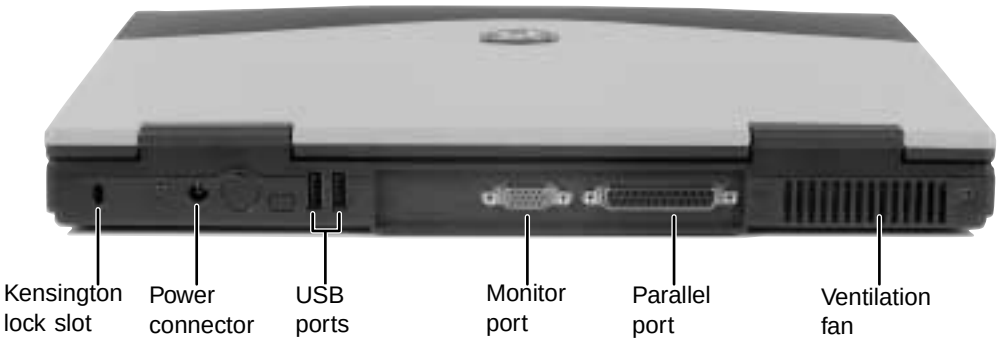
Component	Icon	Description
Modem jack		Plug a modem cable into this jack. For more information, see “Connecting the modem” on page 28.
Ethernet jack		Plug an Ethernet 10/100 network cable into this jack. For more information, see “Connecting to an Ethernet network” on page 29.
Speaker jack		Plug external speakers or headphones into this jack.
Microphone jack		Plug a microphone into this jack.
PC Card eject button		Press the eject button to remove a PC Card from a PC Card slot. For more information, see “Adding PC Cards” on page 122.
PC Card slot		Insert one Type II or Type III PC Card into this slot. For more information, see “Adding PC Cards” on page 122.
Diskette drive		Insert a standard 3.5-inch diskette into this drive. For more information, see “Using diskettes” on page 68.
Diskette drive eject button		Press the eject button to remove a diskette from the drive.

Right Side



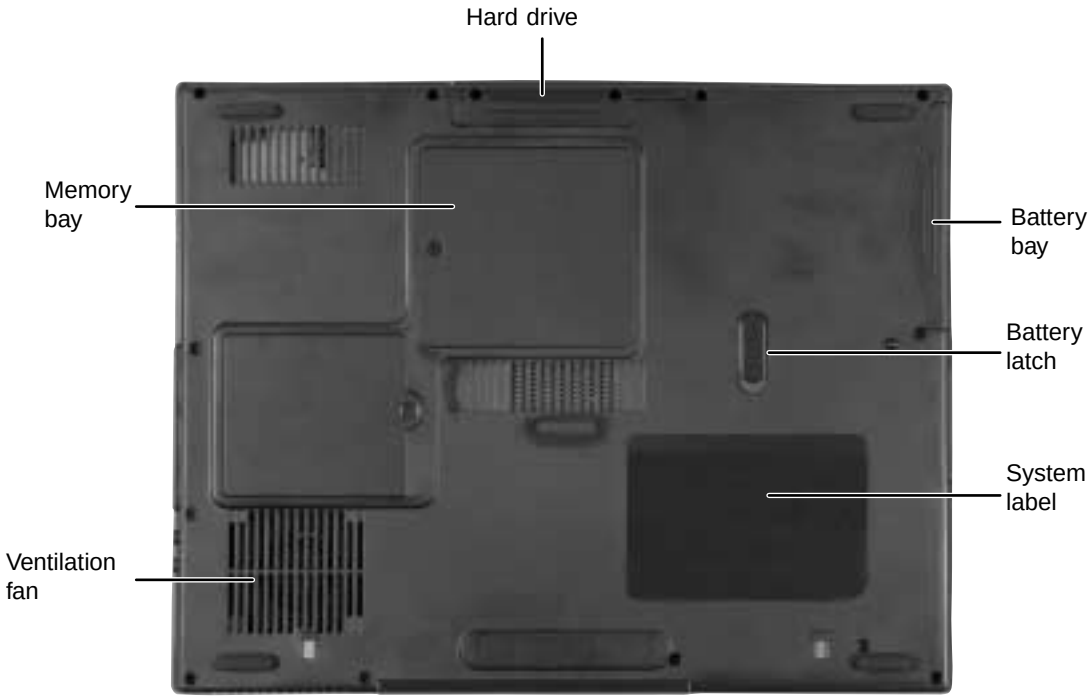
Component	Icon	Description
Battery bay		Insert the battery into this bay. For more information, see “Changing batteries” on page 96.
CD/DVD drive		Insert CDs or DVDs into this drive. For more information, see “Using the CD/DVD drive” on page 69.
CD/DVD drive indicator		Lights up when the computer is accessing the CD/DVD drive.
CD/DVD drive eject button		Press the eject button to open the disc tray.
Manual eject hole		Insert a straightened paperclip into this hole to open the CD/DVD drive if the CD/DVD drive eject button fails to open it.

Back



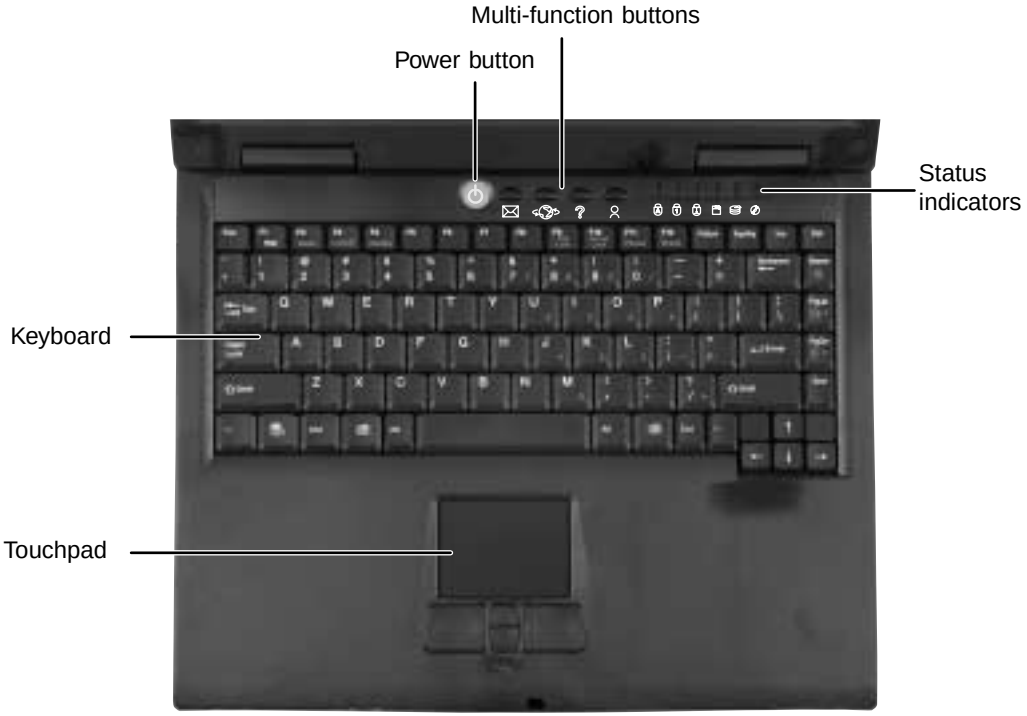
Component	Icon	Description
Kensington™ lock slot		Secure your computer to an object by connecting a Kensington cable lock to this slot.
Power connector		Plug the AC power adapter cable into this connector.
USB ports		Plug USB (Universal Serial Bus) devices (such as a USB Iomega™ Zip™ drive, scanner, or camera) into these ports.
Monitor port		Plug an external (VGA) monitor into this port.
Parallel port		Plug a parallel device (such as a printer) into this port.
Ventilation fan		Helps cool system components. Do not block.

Bottom



Component	Icon	Description
Hard drive		The hard drive is stored here. For more information, see “Replacing the hard drive” on page 129.
Battery bay		Insert the battery into this bay. For more information, see “Changing batteries” on page 96.
Battery latch		Slide to release the battery.
System label		Includes the product model number and serial number. For more information, see “Identifying your model” on page 9.
Ventilation fan		Helps cool system components. Do not block.
Memory bay		Install as many as two SO-DIMM memory modules into the slots in this bay. For more information, see “Installing memory” on page 125.

Keyboard area



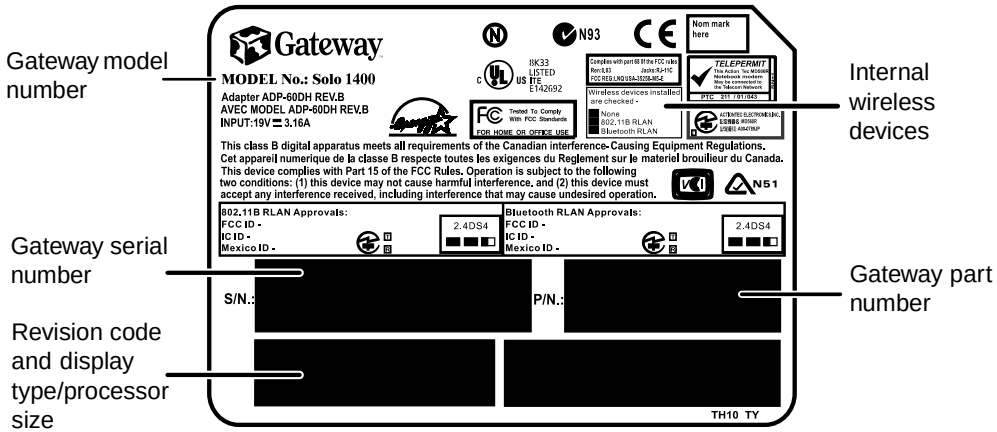
Component	Description
Power button	Press to turn the power on or off. For more information on configuring the power button mode, see “Changing power settings” on page 99.
Multi-function buttons	See“Multi-function buttons” on page 24 for more information.
Status indicators	See “Status indicators” on page 19 for more information.
Touchpad	See “Using the EZ Pad touchpad” on page 25 for more information.
Keyboard	See “Using the keyboard” on page 20 for more information.

Identifying your model

The label on the bottom of your computer contains information that identifies your notebook model. Gateway Technical Support will need this information if you call for assistance.

Important

The label shown below is for informational purposes only. Label information varies by model.



Accessories

Gateway offers accessories that can help you make the most of using your notebook.

Batteries and automobile/airplane power adapters

If you run your notebook on battery power for extended periods, you may want to buy an additional battery so that you can swap batteries when necessary.

With an automobile/airplane power adapter, you can save battery power by plugging your notebook into an automobile cigarette lighter or an airplane in-flight power receptacle.

Carrying cases

Gateway has large-capacity carrying cases if you need additional space for accessories or supplies.

External devices

You can attach external devices such as a keyboard, mouse, printer, or monitor to your notebook.

Memory

Large programs, such as multimedia games or graphics programs, use a lot of memory. If your programs are running more slowly than you think they should, try adding more memory.

Printers

You can attach many types of printers to your computer. The most common types are inkjet and laser printers, which print in color or black and white.

Inkjet printers and cartridges are relatively inexpensive, but usually they are slower than laser printers. Using an inkjet color printer, you can print pictures, banners, and greeting cards, as well as documents.

Laser printers and cartridges are more expensive, but usually they print much faster than inkjet printers. Laser printers are better than inkjet printers when you are printing large documents.

2 Getting Started

This chapter provides basic information about your Gateway notebook. Read this chapter to find out:

- How to connect the AC power adapter
- How to start and turn off your notebook
- How to use the keyboard
- How to use the EZ Pad™ touchpad
- How to connect the modem
- How to connect to an Ethernet network
- How to install peripheral devices

Connecting the AC adapter

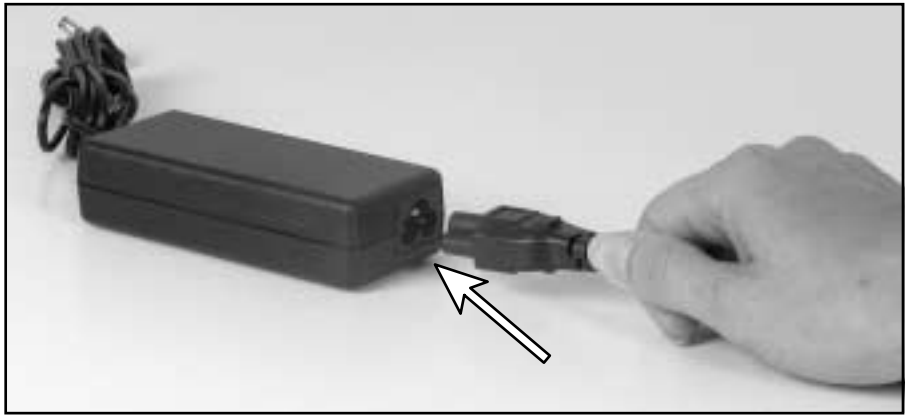
You can run your notebook using an AC adapter or the notebook battery. The battery was shipped to you partially charged. You should use the AC adapter right away to fully charge the battery. Allow 24 hours for the battery to fully charge.

Important

If the battery is not fully charged before you use your notebook on battery power for the first time, the battery life may be much shorter than you expect. If the battery life seems short even after being charged for 24 hours, the battery may need to be recalibrated. For more information, see “Recalibrating the battery” on page 95.

To connect the AC adapter:

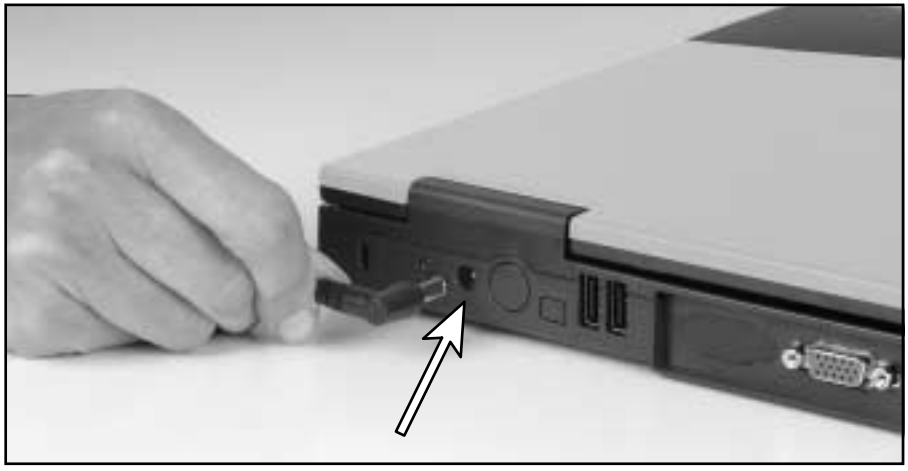
1 Connect the power cord to the AC adapter.



Warning

Replace the power cord if it becomes damaged. The replacement cord must be of the same type and voltage rating as the original cord.

2 Connect the AC adapter to your notebook's power connector.



3 Plug the power cord into a wall outlet.

The battery charge indicator turns on (see "Front" on page 2 for the location of the indicator). If the battery charge indicator does not turn on, disconnect the adapter from your notebook and repeat Step 2.

4 When you finish using your notebook for the first time, turn the notebook off and leave the notebook connected to AC power for at least 24 hours.

5 If the battery meters do not show a full charge after 24 hours, contact Gateway Technical Support at www.gateway.com/support/contact.

Warning

Do not attempt to disassemble the AC adapter. The AC adapter has no user-replaceable or user-serviceable parts inside. The AC adapter has dangerous voltages that can cause serious injury or death. Contact Gateway about returning defective AC adapters.

Protecting from power source problems

During a power surge, the voltage level of electricity coming into your computer can increase to far above normal levels and cause data loss or system damage. Protect your computer and peripheral devices by connecting them to a *surge protector*, which absorbs voltage surges and prevents them from reaching your computer.

Warning

High voltages can enter your computer through both the power cord and the modem connection. Protect your computer by using a surge protector. If you have a telephone modem, use a surge protector that has a modem jack. If you have a cable modem, use a surge protector that has an antenna/cable TV jack. During an electrical storm, unplug both the surge protector and the modem.

Starting your notebook

To start the notebook:

1. Open your notebook by sliding the latch on the front of your notebook to the right and lifting the LCD panel.
2. Press the power button located above the keyboard.

The power button is preset to On/Off mode. However, you can also set it to function in Standby/Resume mode. For instructions on changing the power button mode, see “Changing power settings” on page 99.

3. If you are starting your computer for the first time, follow the on-screen instructions to set up your computer.

Waking up your notebook

When you have not used your notebook for several minutes, it enters a power-saving mode called *Standby*. While in Standby, the power indicator flashes.

If your notebook is in Standby mode, “wake” it up by pressing the power button. For more information on changing power-saving settings, see “Managing Power” on page 93.

Turning off your notebook

To turn off your notebook:

- Click **Start**, then click **Turn Off Computer**, then click **Turn Off**. Windows shuts down and turns off your computer.

  If for some reason you cannot use the Turn Off Computer option in Windows to shut down your notebook, press and hold the power button for about five seconds, then release.

Switching user accounts

When you first turn on your notebook, you have the option to add different user accounts. These user accounts can be customized for each person that uses the notebook. You can add, delete, or modify existing user accounts. You can also *switch* (change) user accounts without turning off your notebook.

Help and Support

For more information about adding, deleting, and modifying your user accounts, click **Start**, then select **Help and Support**.

To add, delete, or modify user accounts:

1. Click **Start**, select **Control Panel**, then double-click **User Accounts**. The User Accounts window opens.
2. Follow the on-screen prompts to add, delete, or modify a user account.

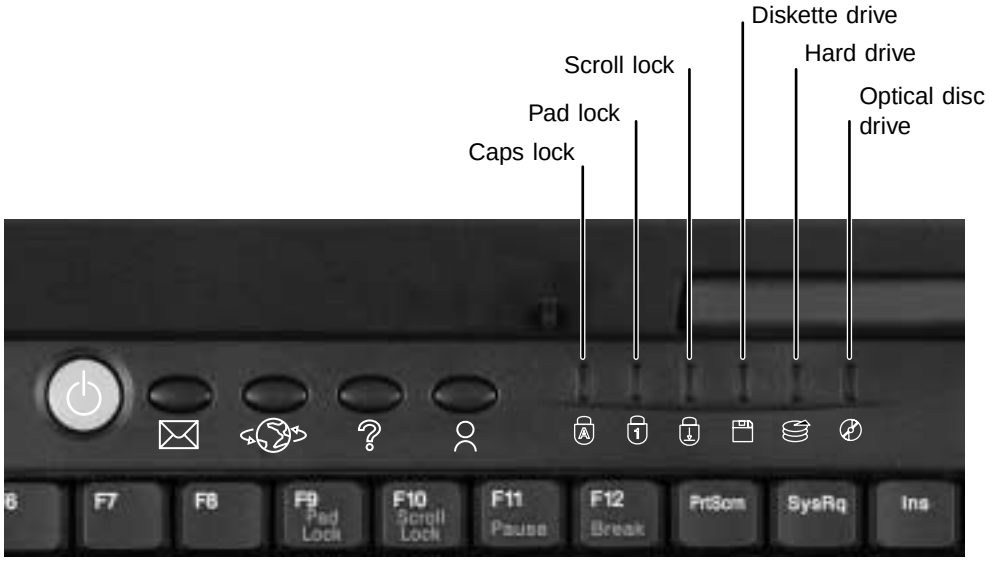
To switch user accounts:

1. Click **Start**, then select **Log Off**. The Log Off Windows dialog box opens.

2 Click **Switch User** to switch between your user accounts. The Windows logon screen opens.

3 Select the user account that you want to activate. When you switch between users, any programs that were running for the previous user continue to run.

Status indicators

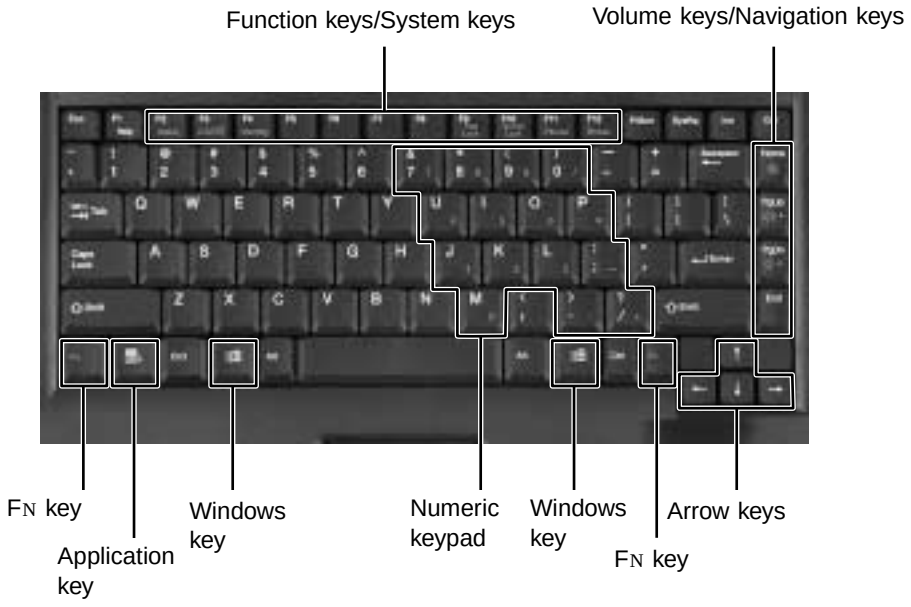


Indicator	Icon	Description
Caps Lock		Turns on when Caps Lock is activated.
Pad Lock		Turns on when the embedded numeric keypad is activated.
Scroll Lock		Turns on when Scroll Lock is activated.
Diskette drive		Turns on when the standard 1.44 MB diskette drive is in use.
Hard drive		Turns on when the hard drive is in use.
Optical disc drive		Turns on when the CD/DVD drive is in use.

Using the keyboard

Your notebook features a keyboard that has the same functionality as a desktop computer keyboard. Many of the keys have been assigned alternate functions. The alternate function is printed on the key in green text.

You can attach an external keyboard to the notebook using a USB port. You do not need to shut down the notebook to connect a keyboard.



Keys

Keys	Icon	Description
Function keys		Press these keys labeled F1 to F12 to perform actions in programs. For example, pressing F1 may open help. Each program uses different function keys for different purposes. Refer to the program documentation to find out more about the function key actions.
System keys		Press these green-colored keys in combination with the FN key to perform specific actions.
Volume keys		Press these green-colored keys in combination with the FN key to increase or decrease the volume or mute the sound.
Navigation keys		Press these keys to move the cursor to the beginning of a line, to the end of a line, up the page, down the page, to the beginning of a document, or to the end of a document.
FN key		Press the FN key in combination with a green-colored system key (such as STANDBY, PAUSE, or STATUS) to perform a specific action.
Application key		Press for quick access to shortcut menus and help assistants in Windows.
Windows key		Press to open the Windows **Start** menu. This key can also be used in combination with other keys to open utilities like F (Search utility), R (Run utility), and E (Explorer utility).
Numeric keypad		Use these keys to type numbers when the numeric keypad is turned on. Press FN+PAD LOCK to turn on the numeric keypad.
Arrow keys		Press these keys to move the cursor up, down, right, or left.

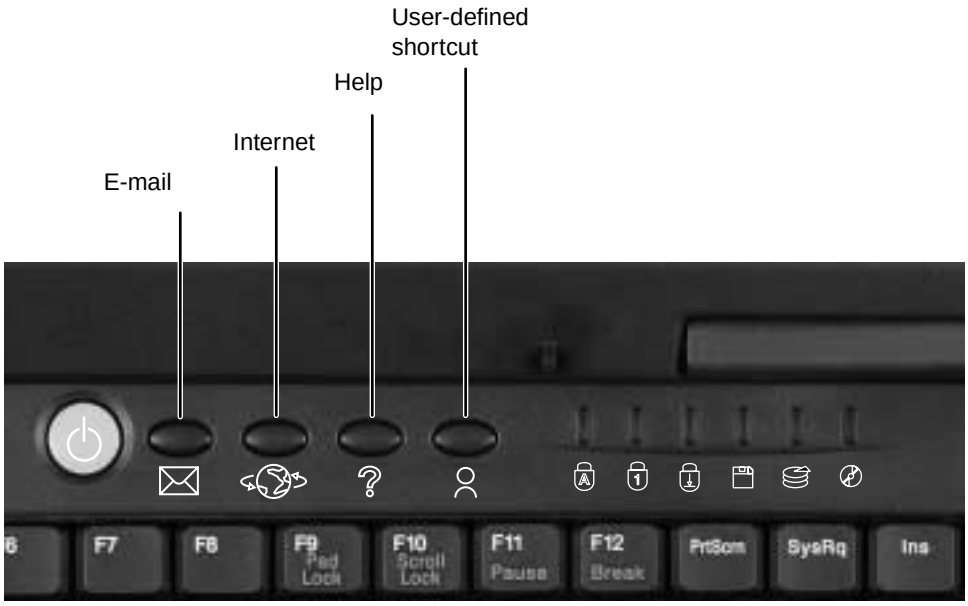
System key combinations

When you press an **FN** key and a system key at the same time, the notebook performs the action identified by the green text or icon on the key.

Press FN and this function key…	To…
F2 Status	Display the power status box in the upper left corner of your screen. The box shows the battery charge level, the BIOS version, and whether the AC adapter is being used. Press the key combination again to close this box.
F3 LCD/CRT	Toggle the notebook screen between the LCD, an external monitor, or both displays at the same time. A monitor must be plugged into the monitor port on the notebook.
F4 Standby	Enter Standby mode. Press the power button to leave Standby mode.
F9 Pad Lock	Turn on Pad Lock so you can use the numeric keypad. Press this key combination again to turn off Pad Lock. The Pad Lock status indicator appears while this function is turned on.
F10 Scroll Lock	Pause the text scrolling in a DOS screen. The Scroll Lock status indicator appears when this function is turned on. Press the key combination again to continue scrolling. (This function is only available in some programs.)
F11 Pause	Pause execution of a DOS program. (This function is only available in some programs.)
F12 Break	Stop the currently running DOS program. (This function is only available in some programs.)
Home	Mute the sound. Press the key combination again to restore the sound.

Press FN and this function key…	To…
	Increase volume.
	Decrease volume.

Multi-function buttons

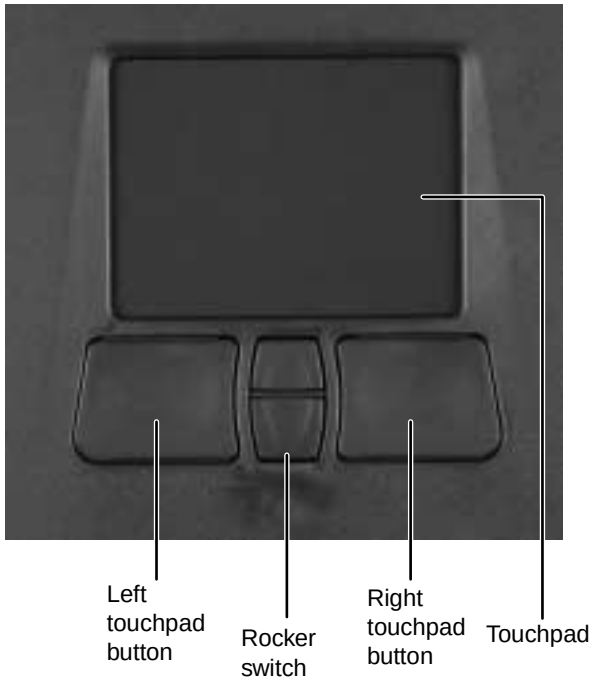


Button	Icon	Press to…
E-mail		Open your e-mail program.
Internet		Open your Web browser.
Help		Open online help.
User-defined shortcut		Open the program you assign to this key.

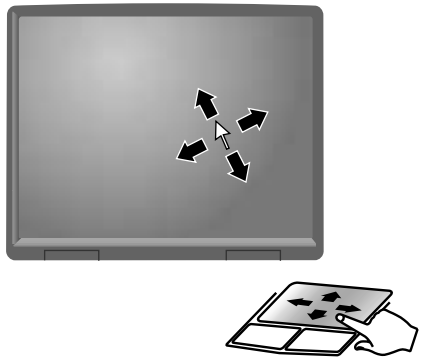
For more information, see “Programming the multi-function buttons” on page 118.

Using the EZ Pad touchpad

The EZ Pad™ touchpad consists of a touchpad, a rocker switch, and two buttons.



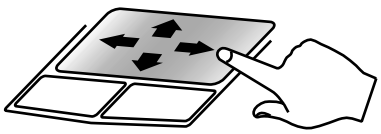
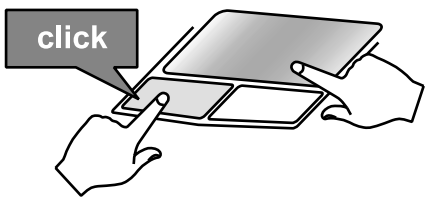
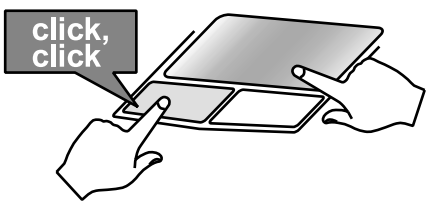
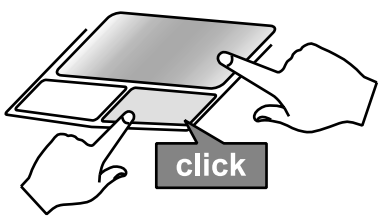
When you move your finger on the touchpad, the *pointer* (arrow) on the screen moves in the same direction.

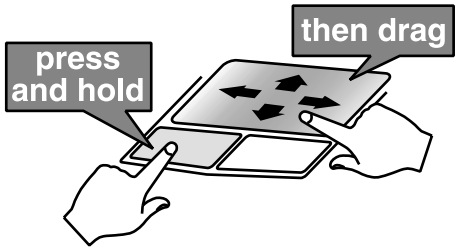


You can use the EZ-Pad *left* and *right buttons* below the touchpad to select objects.

You can assign a function to the rocker switch between the touchpad buttons on your notebook. This function can be to scroll up or down, maximize or minimize the active window, or open and close the Start menu. For more information about programming the rocker switch, see “Changing the touchpad settings” on page 117.

Using the touchpad

To…	Do this…	
Move the pointer on the screen.		Move your finger around on the touchpad. If you run out of space and need to move the pointer farther, lift your finger, move it to the middle of the touchpad, then continue moving your finger.
Select an object on the screen.		Position the pointer over the object. Press the left button below the touchpad once. This action is called *clicking*.
Start a program or open a file or folder.		Position the pointer over the object. Press the left button below the touchpad twice in rapid succession. This action is called *double-clicking*.
Access a shortcut menu or find more information about an object on the screen.		Position the pointer over the object. Quickly press and release the right button once. This action is called *right-clicking*.

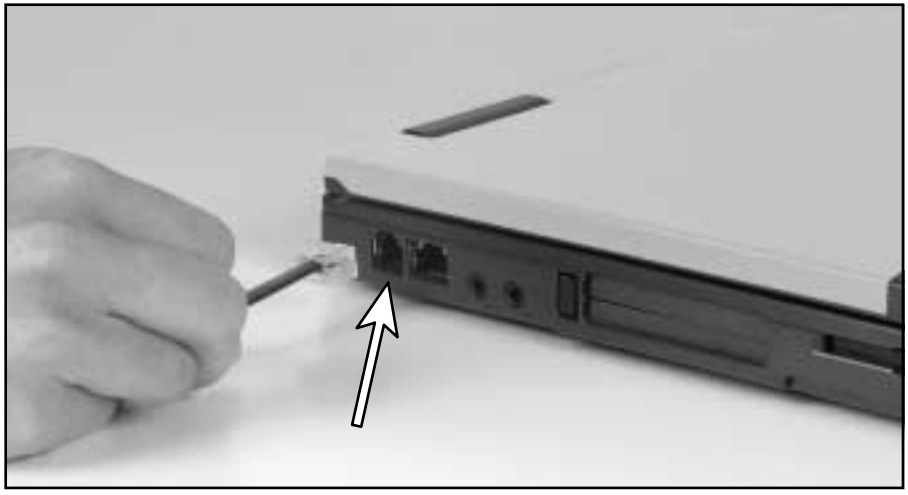
To…	Do this…	
Move an object on the screen.		Position the pointer over the object. Press the left button and hold it down, then use the touchpad to move (drag) the object to the appropriate part of the screen. Release the button to drop the object where you want it.

Connecting the modem

If your notebook has a modem jack, the notebook has a built-in 56K modem.

To connect the modem:

1 Insert one end of the modem cable into the modem jack on the left side of the notebook.



2 Insert the other end of the modem cable into a telephone wall jack. The modem will not work with digital or PBX telephone lines.

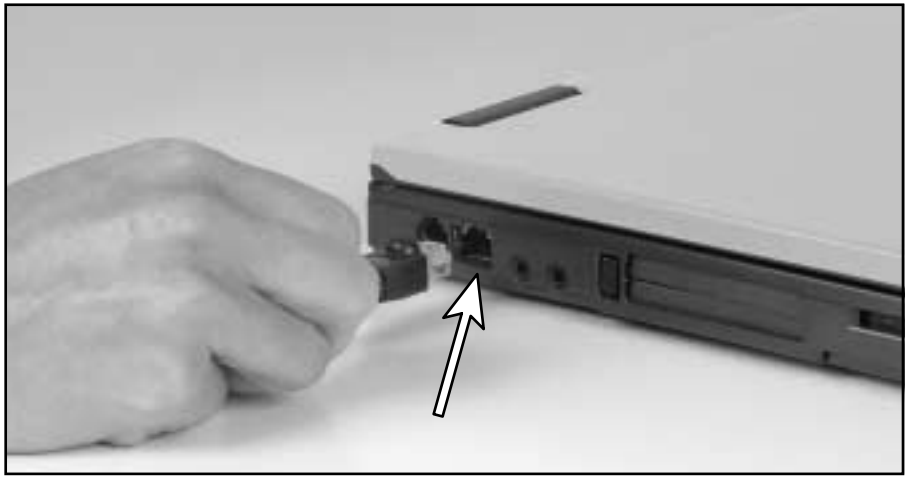
3 Start your notebook, then start your communications software.

Connecting to an Ethernet network

If your notebook has a network jack, the notebook can connect to an Ethernet 10/100 network.

To connect to a network:

1 Insert one end of the network cable into the network jack on the left side of the notebook.



2 Insert the other end of the network cable into a network wall jack. Ask your network administrator to help you select the correct network jack.

Your notebook is now physically connected to the network. Your network administrator can help you log on to your network.

Broadband Internet connections

You can use your computer's Ethernet jack for more than just networking. Many broadband Internet connections, such as cable modems and DSL modems, connect to your computer's Ethernet jack. For more information, see "Using the Internet" on page 57 and "Networking Your Notebook" on page 131.

Installing a printer, scanner, or other peripheral device

Your computer has two Universal Serial Bus (USB) ports and a parallel printer port. These ports are used for connecting peripheral devices such as printers, scanners, and digital cameras to your computer. For more information about port locations, see “Checking Out Your Gateway Notebook” on page 1.

USB ports support *plug-and-play* and *hot swapping*, which means that your computer will usually recognize such a device whenever you plug it into the appropriate port. When you use a USB device for the first time, your computer will prompt you to install any software the device needs. After doing this, you can disconnect and reconnect the device at any time.

Parallel devices are not plug-and-play. Refer to the device documentation for detailed information and installation instructions.

3

Getting Help

This chapter tells you about additional information resources available to help you use your computer, including:

- HelpSpot™
- Online help
- Gateway Web site

Tips & Tricks

To access the contents of this guide while you are traveling, download an electronic copy from www.gateway.com/support/manlib/.

HelpSpot

Your computer includes *HelpSpot*™, an easily accessible collection of Help information, troubleshooters, instructional videos, and automated support. Use HelpSpot to answer questions about Windows and to help you quickly discover and use the many features of your Gateway computer.

To start HelpSpot:

- Click **Start**, then select **Help and Support**. HelpSpot opens.

If this is the first time you have started HelpSpot on your computer, you may experience a brief wait while HelpSpot builds the help database, then HelpSpot will display an introductory video.

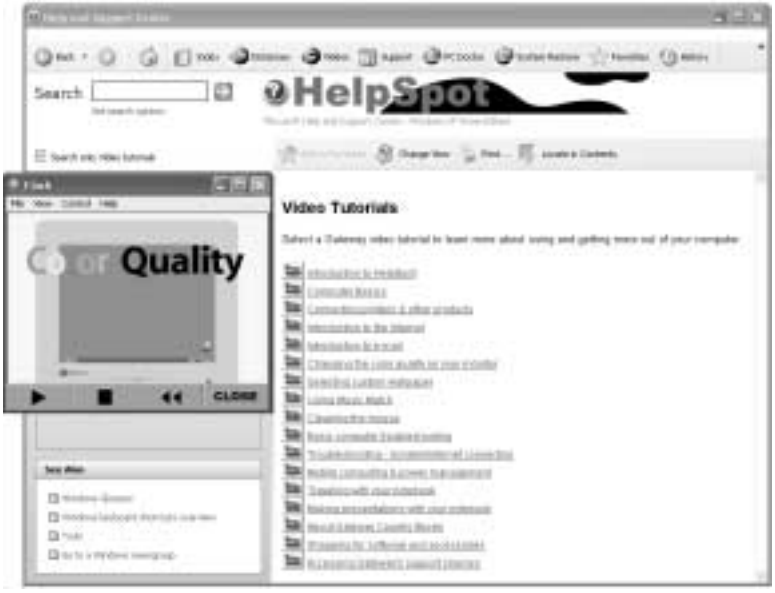
You can find help information by clicking a link, performing a search, or browsing the index. To learn about using your Gateway computer, your mouse, and other topics, click the **Getting Started** link on the HelpSpot main page.

HelpSpot Videos

HelpSpot contains several short videos to help introduce you to new concepts or show you how to perform various tasks.

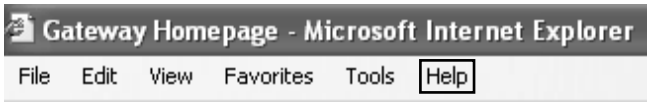
To play a HelpSpot video:

- To watch a video in HelpSpot, click **Video Tutorials** on the HelpSpot home page, then click a video title. The video plays.



Online help

Many programs provide information online so you can research a topic or learn how to perform a task while you are using the program. Most online help information can be accessed by selecting a topic from a **Help** menu or by clicking a **Help** button.



You can search for information by viewing the help contents, checking the index, searching for a topic or keyword, or browsing through the online help.

Gateway Web site

Gateway provides a variety of information on its Web site to help you use your computer.

Visit the Gateway Web site at www.gateway.com for:

- Technical documentation and product manuals
- Technical tips and support, including online chat services
- Hardware drivers
- Order status
- Frequently asked questions (FAQs)

For more information about connecting to the Internet, see “Using the Internet” on page 57.

Windows Basics

4

Read this chapter to get basic information on how to:

- Work on the Windows desktop
- Manage files and folders
- Work with documents
- Use shortcuts

Help and Support

For more information on Windows, click **Start**, then select **Help and Support**.

About the Windows environment

After your computer starts, the first screen you see is the Windows *desktop*. The desktop is like the top of a real desk. Think of the desktop as your personalized work space where you open programs and perform other tasks.

Your desktop may be different from the example shown below, depending on how your computer is set up.

Using the desktop

The desktop contains the taskbar, the Start button, and the Recycle Bin icon.

Desktop elements	Description
	The *taskbar* is the bar at the bottom of the screen containing the **Start** button on the left and a clock on the right. Other buttons on the taskbar represent programs that are running. Click a program's button on the taskbar to open the program's window.
	The *Start button* provides access to programs, files, help for Windows and other programs, and computer tools and utilities. Click the **Start** button, then open a file or program by clicking (*selecting*) an item on the menu that opens.
	The *Recycle Bin* is where files, folders, and programs that you discarded are stored. You must empty the Recycle Bin to permanently delete them from your computer. For instructions on how to use the Recycle Bin, see "Deleting files and folders" on page 46.

Using the Start menu

You can start programs, open files, customize your system, get help, search for files and folders, and more using the Start menu.

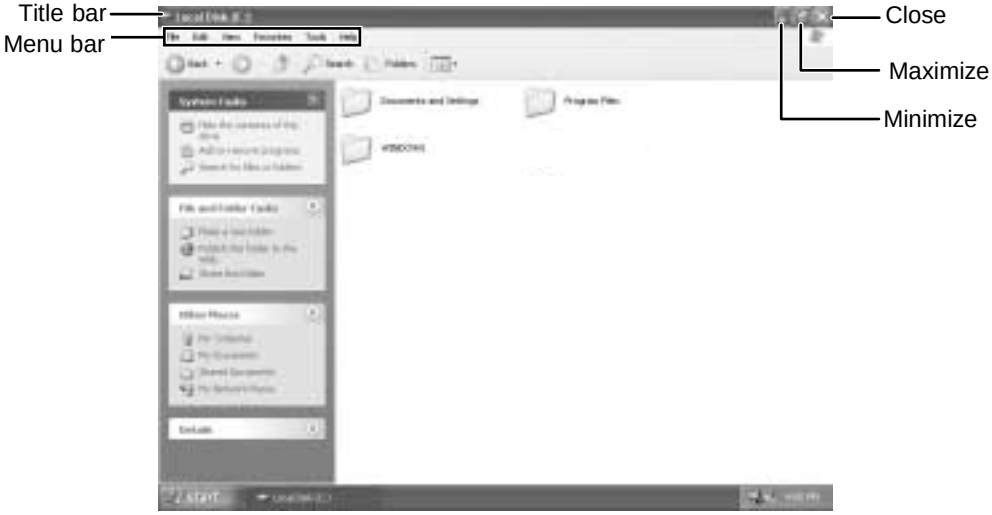
To use the Start menu:

1. Click the **Start** button on the lower left of the Windows desktop. The Start menu opens showing you the first level of menu items.
2. To see all programs and files in the Start menu, click **All Programs**.

   When you move the mouse pointer over any menu item that has an arrow next to it, another menu, or *submenu*, opens and reveals related files, programs, or commands.
3. Click a file or program to open it.

Identifying Window items

When you double-click the icon for a drive, folder, file, or program, a *window* opens on the desktop. This example shows the Local Disk (C:) window, which opens after double-clicking the **Local Disk (C:)** icon in the My Computer window.



Every program window looks a little different because each has its own menus, icons, and controls. Most windows include these items:

Window item	Description
	The *title bar* is the horizontal bar at the top of a window that shows the window title.
	Clicking the *minimize button* reduces the active window to a button on the taskbar. Clicking the program button on the taskbar opens the window again.
	Clicking the *maximize button* expands the active window to fit the entire screen. Clicking the maximize button again restores the window to its former size.
	Clicking the *close button* closes the active window or program.
	Selecting an item on the *menu bar* starts an action such as Print or Save.

Working with files and folders

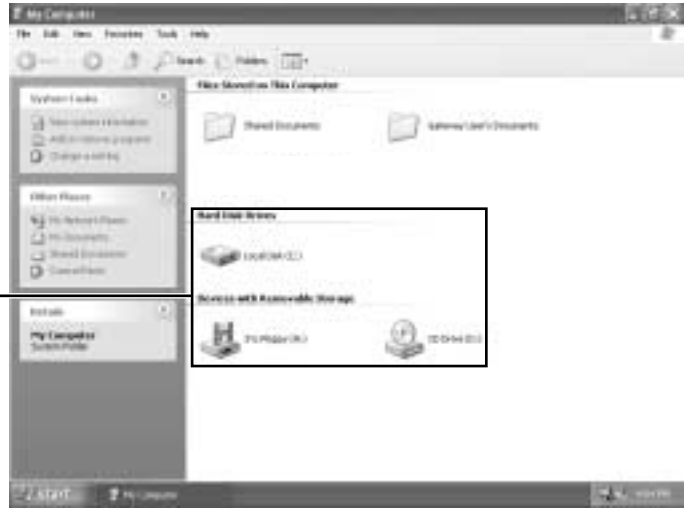
You can organize your files and programs to suit your preferences much like you would store information in a file cabinet. You can store these files in folders and copy, move, and delete the information just as you would reorganize and throw away information in a file cabinet.

Viewing drives

Drives are like file cabinets because they hold files and folders. A computer almost always has more than one drive. Each drive has a letter, usually Local Disk (C:) for the hard drive and 3½ Floppy (A:) for the diskette drive. You may also have more drives such as a CD/DVD drive.

To view the drives on your computer:

- Click **Start**, then select **My Computer** from the Start menu.



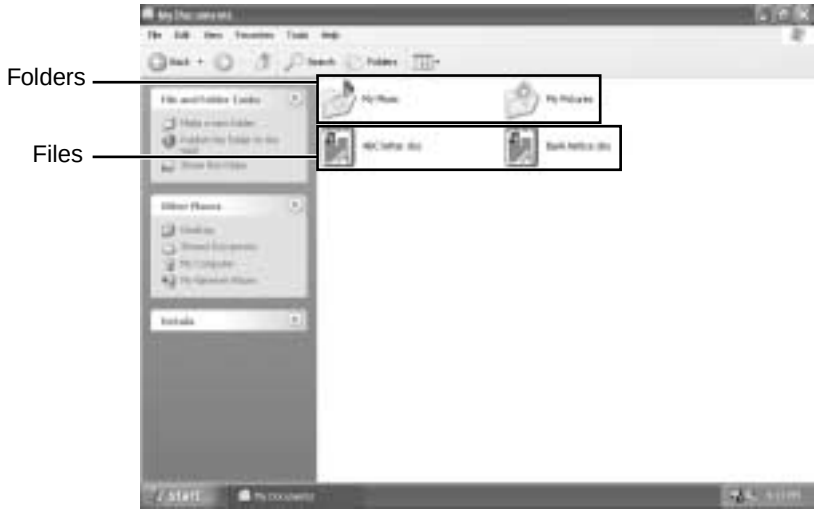
To see the files and folders on a drive:

- Double-click the drive icon. If you do not see the contents of a drive after you double-click its icon, click **Show the contents of this drive**.

Creating folders

Folders are much like the folders in a file cabinet. They can contain files and other folders.

Files are much like paper documents—letters, spreadsheets, and pictures—that you keep on your computer. In fact, all information on a computer is stored in files.



To create a folder:

1. Click **Start**, then select **My Computer** from the Start menu.
2. Double-click the drive or folder, for example the **Local Disk (C:)**, where you want to put the new folder.

   The drive or folder window opens. If you do not see the contents of the drive or folder, click **Show the contents of this drive**.
3. Select **File**, then **New**, then **Folder**. The new folder is created.
4. Type a name for the folder, then press ENTER. The new folder name appears by the folder icon.

Copying and moving files and folders

The skills you need to copy and move files are called *copying*, *cutting*, and *pasting*.

When you *copy and paste* a file or folder, you place a *copy* of the file or folder on the Windows *clipboard*, which stores it. Then, when you decide what folder you want the copy to go in (the *destination* folder), you *paste* it there.

When you *cut and paste* a file or folder, you remove the file or folder from its location and place the file or folder on the Windows clipboard. When you decide where you want the file or folder to go, you paste it there.

Important

The clipboard stores whatever you cut or copy until you cut or copy again. Then the clipboard contains the new information only. Therefore, you can paste copies of a file or folder into more than one place, but as soon as you copy or cut a different file or folder, the original file or folder is deleted from the clipboard.

To copy a file or folder to another folder:

1. Right-click (press the right mouse button) the file or folder that you want to copy. A pop-up menu opens on the desktop.
2. Select **Copy** from the pop-up menu.
3. Open the destination folder.
4. With the pointer inside the destination folder, right-click.
5. Select **Paste**. A copy of the file or folder appears in the new location.

To move a file or folder to another folder:

1. Right-click (press the right mouse button) the file or folder that you want to move. A pop-up menu opens on the desktop.
2. Select **Cut** from the pop-up menu.
3. Open the destination folder.

4 With the pointer inside the destination folder, right-click.

5 Select **Paste**. The file or folder you moved appears in its new location and is removed from its old location.

Deleting files and folders

When you throw away paper files and folders, you take them from the file cabinet and put them in a trash can. Eventually the trash can is emptied.

In Windows, you throw away files and folders by first moving them to Windows trash can, called the *Recycle Bin*, where they remain until you decide to empty the bin.

You can recover any file in the Recycle Bin as long as the bin has not been emptied.

To delete files or folders:

1 In My Computer or Windows Explorer, select the files or folders that you want to delete. For instructions on how to select multiple files and folders, see “Shortcuts” on page 56.

2 Select **File**, then **Delete**. Windows moves the files and folders to the Recycle Bin.

To recover files or folders from the Recycle Bin:

1 Double-click the **Recycle Bin** icon. The Recycle Bin window opens and lists the files and folders you have thrown away since you last emptied it.

2 Select the files or folders that you want to restore. For instructions on how to select multiple files and folders, see “Shortcuts” on page 56.

3 Select **File**, then **Restore**. Windows returns the deleted files or folders to their original locations.

To empty the Recycle Bin:

Caution

Emptying the Recycle Bin permanently erases any files or folders in the bin. These files cannot be restored.

1. Double-click the **Recycle Bin** icon on the desktop. The Recycle Bin window opens.
2. Select **File**, then **Empty Recycle Bin**. Windows asks you if you are sure that you want to empty the bin.
3. Click **Yes**. Windows permanently deletes all files in the Recycle Bin.

Browsing for files and folders

A file or folder that you need is rarely right on top of your Windows desktop. It is usually on a drive inside a folder that may be inside yet another folder, and so on.

Windows drives, folders, and files are organized in the same way as a real file cabinet in that they may have many levels (usually many more levels than a file cabinet, in fact). So you usually will have to search through levels of folders to find the file or folder that you need. This is called *browsing*.

To browse for a file:

1. Click **Start**, then select **My Computer**.
2. Double-click the drive or folder that you think contains the file or folder that you want to find. (If you do not see the contents of a folder, click **Show the contents of this folder**.)

3. Continue double-clicking folders and their subfolders until you find the file or folder you want.

Working with documents

Documents are commonly word processing files, spreadsheet files, or other similar files. The basic methods of creating, saving, opening, and printing a document apply to most of these types of files.

The following examples illustrate the concepts for creating, saving, opening, and printing a document in Microsoft® Word. Though these examples use Microsoft Word, similar procedures apply to other programs such as Microsoft Excel, Microsoft Works, and Microsoft Publisher.

For more information about using a program, select **Help** on the menu bar.

Creating a new document

Help and Support For more information on creating a document, ctik-2( )]TJ /F3 1 rStart

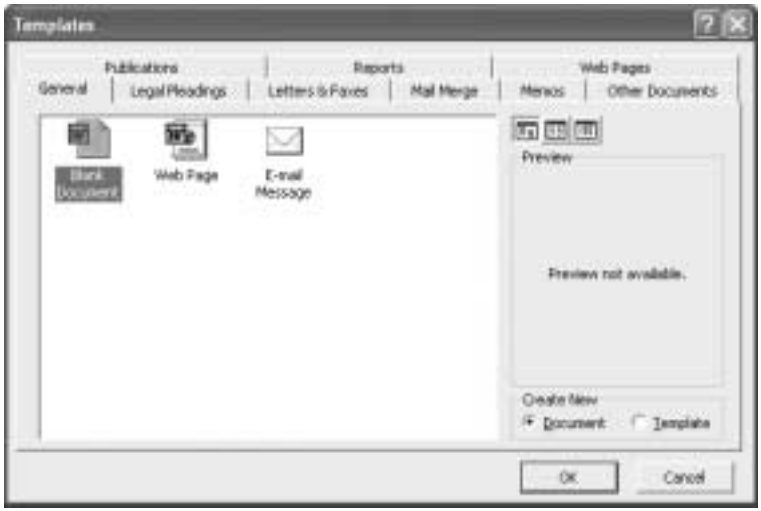
11 2

mesd(ti)(d) [(Suppo)92.8(r)-44.3(t)]TJ /F9
Document
pane

To create a new document:

1. Click **Start**, then select **All Programs**, then **Microsoft Word**. Microsoft Word starts and a blank document opens.
2. Select **File**, then select **New**. The New Document pane opens.

3 Click **General Templates**. The Templates dialog box opens.



4 Click a tab for the type of document you want to create, select a document template style, then click **OK**. The document template opens.

5 Begin composing your document. Use the menus and toolbar buttons at the top of the window to format the document.

Saving a document

After you create a document, you need to save it if you want to use it later.

Help and Support

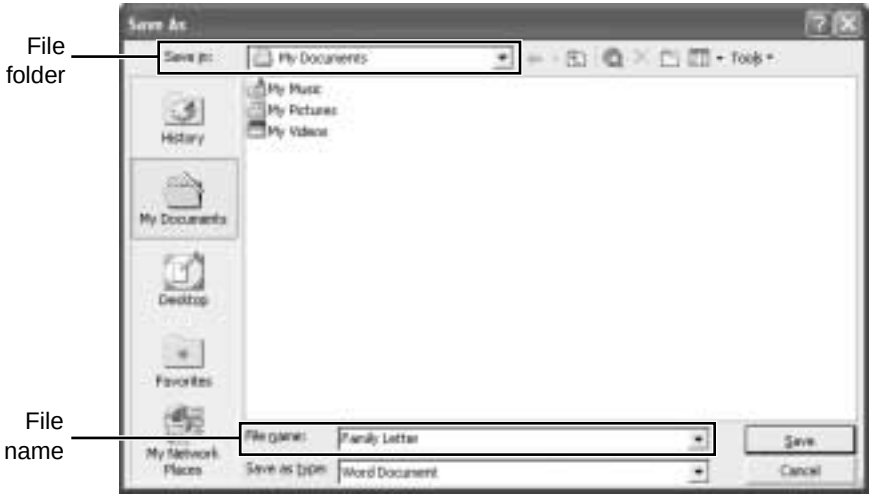
For more information on saving a document, click **Start**, then select **Help and Support**.

To save a document in Microsoft Word:

1 Select **File**, then **Save**. The Save As dialog box opens.

2 Select the folder in which you plan to save the file from the **Save in** list.

3 Type the new file name.



4 Click **Save**.

Opening a document

To view, revise, or print an existing document, you need to open it. Open the document in the program it was created in.

Help and Support

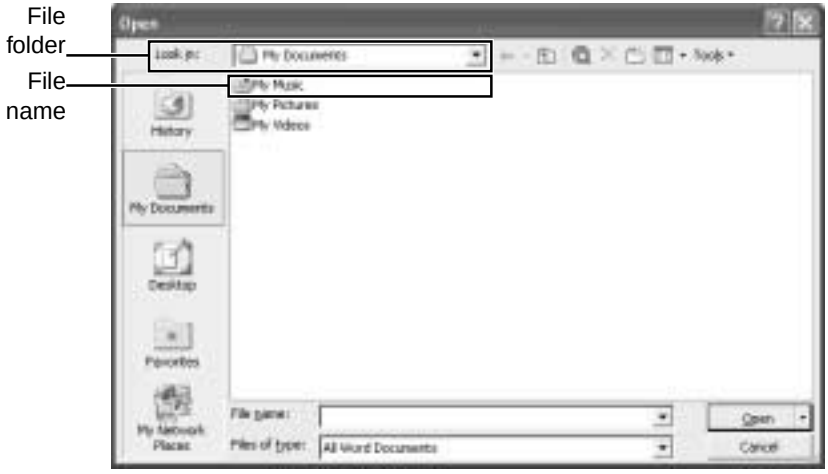
For more information on opening a document, click **Start**, then select **Help and Support**.

To open a document in Microsoft Word:

1 Click **Start**, then select **All Programs**, then **Microsoft Word**. Microsoft Word starts and a blank document opens.

2 Select **File**, then **Open**.

3 Find the folder you want to open in the **Look in** list.



4 Double-click the document file name. The document opens.

Printing a document

To print a document, you must have a printer connected to your computer or have access to a network printer. For more information about installing or using your printer, refer to the printer documentation.

Help and Support

For more information on printing a document, click **Start**, then select **Help and Support**.

To print a document in Microsoft Word:

1 Make sure that the printer is turned on and loaded with paper.

2 Start Microsoft Word and open a document.

3 Select **File**, then **Print**. The Print dialog box opens.

4 Select the print options, then click **OK**. The document prints.

Shortcuts

The following table shows a few shortcuts that you can use in Windows and almost all programs that run in Windows. For more information on Windows shortcuts, see your Windows or program documentation.

To…	Do this…
Copy a file, folder, text, or graphic	Select the item, then press CTRL + C.
Cut a file, folder, text, or graphic	Select the item, then press CTRL + X.
Paste a file, folder, text, or graphic	Click inside the folder or window where you want to paste the object, then press CTRL + V.
Select multiple items in a list or in a window	Click the first item, press and hold down the CTRL key, then click each of the remaining items.
Select multiple adjacent items in a list or window	Click the first item in the list, press and hold down the SHIFT key, then click the last item in the list.
Permanently delete a file or folder	Click the file or folder, then press SHIFT + DELETE. The file is permanently deleted. The file or folder is **not** stored in the Recycle Bin.
Rename a file or folder	Select the file or folder, press F2, type the new name, then press ENTER.
Close the active window or program	Press ALT + F4.
Switch to a different file, folder, or running program	Press ALT + TAB.

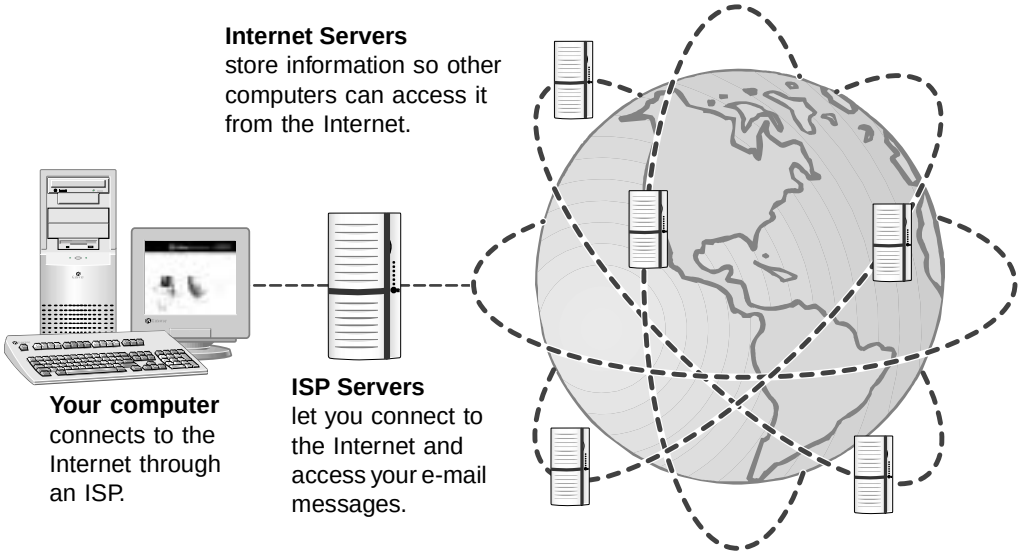
Using the Internet

5

This chapter provides information about the Internet and the World Wide Web, and tells you how to set up the America Online® Internet service so that you can send and receive e-mail and access other Internet resources.

Learning about the Internet

The *Internet* is a worldwide network of computers linked together to provide information to people everywhere. The two most popular services on the Internet are e-mail and the World Wide Web. You can access this network by connecting your computer to a telephone, DSL (Digital Subscriber Line), or cable line and signing up with an Internet Service Provider (ISP).



If you want to access the Internet you need:

- A **modem** – a device that connects your computer, using a telephone, DSL, or cable line, to other computers or servers.
- An **Internet Service Provider** – a company that provides access to the Internet through an ISP server. When you connect to an ISP, the ISP server lets you access the Internet and your e-mail messages.
- A **Web browser** – a program that displays information from the World Wide Web.
- An **e-mail program** – a program that lets you create, send, and receive e-mail messages over the Internet.

Setting up an Internet account

Before you can view the information on the World Wide Web, you need to set up an Internet account with an Internet Service Provider (ISP). If you have chosen America Online as an ISP, follow these instructions to set up and connect to your account. To establish a different ISP service, or to transfer an existing account to this computer, contact the ISP directly.

If you set up an account with America Online, an Internet e-mail address is created for you. After completing the setup you are ready to access the Internet.

Help and Support

For more information on setting up an Internet account, click **Start**, then select **Help and Support**.

To set up an Internet account with America Online:

1. Select **Start**, then select **All Programs**, then **America Online**.
2. Follow the on-screen instructions. After setting up your account, you can connect to the Internet and access your e-mail services.

Accessing your Internet account

Help and Support

For more information on accessing your Internet account, click **Start**, then select **Help and Support**.

To connect to your America Online Internet account:

1. Select **Start**, then select **All Programs**, then **America Online**.
2. Complete the member name and password information, then click **Connect**. The computer dials the Internet account telephone number.

If you are using a service other than America Online, check with your ISP for the correct procedure for connecting.

After connecting, the Web browser window opens. For information about the Web and the Web browser, see “Using the World Wide Web” on page 61.

To disconnect from your America Online Internet account:

- Click **X** in the top right corner of the America Online program. Your computer disconnects from the Internet.

Important

Make sure that your computer disconnects correctly from your Internet account. If you do not have an “unlimited hours” ISP account, you may have to pay for the time that you are connected, even if you are not at the computer.

If you are using a service other than America Online, check with your ISP for the correct procedure for disconnecting.

Using the World Wide Web

The World Wide Web is a multimedia window to the Internet that gives you access to millions of information sources.

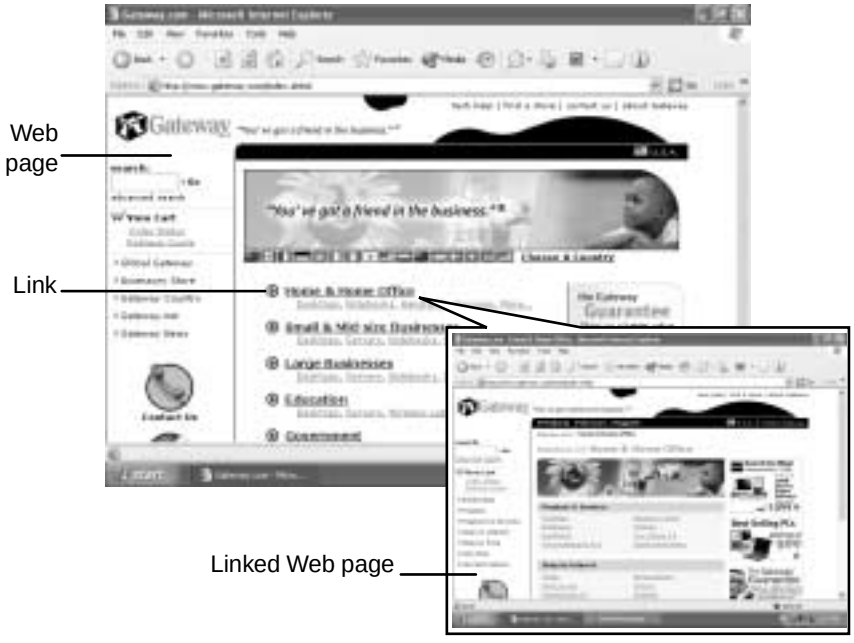
Information on the Web comes to you on *Web pages*, which are electronic documents that you view using a Web page display program called a *browser*. You can use any of the commercially available Web browsers, like Microsoft Internet Explorer, which comes installed on your new computer.

Web pages can contain text, animations, music, and other multimedia features.

A group of related *Web pages* is called a *Web site*. You can access Web sites to shop, track investments, read the news, download programs, and much more.

You can explore a Web site or visit other Web sites by clicking areas on the Web page called *links*, or *hyperlinks*. A link may be colored or underlined text, a picture, or an animated image. You can identify a link by moving the mouse pointer over it. If the pointer changes to a hand, the item is a link.

To learn more about using the Web browser features, select **Help** in the menu bar.



Connecting to a Web site

After you set up an account with an Internet Service Provider (ISP) such as America Online, you can access the many information sources on the World Wide Web.

Help and Support

For more information on connecting to a Web site, click **Start**, then select **Help and Support**.

To connect to a Web site:

1. Connect to your Internet account. After the computer connects, a default opening page or welcome screen opens.
2. To go to a different Web site, type the *address* (called a *URL* for "Universal Resource Locator") in the browser address bar (for example **www.gateway.com**) then click **GO** on the browser address bar.

- OR -

On the current Web page, click a link to a Web site.

The Web browser locates the server computer on the Internet, *downloads* (transfers) data to your computer, and displays the page on the site that you requested.

Sometimes Web pages display slowly. The speed that a Web page displays on your screen depends on the complexity of the Web page and other Internet conditions. Additionally, the speed of your connection will determine how fast Web pages display.

Downloading files

Downloading is the process of transferring files from a computer on the Internet to your computer.

To protect your computer against viruses, make sure that you scan the files you download. For more information, see “Protecting your computer from viruses” on page 177.

Help and Support

For more information on downloading files, click **Start**, then select **Help and Support**.

To download files or programs from a Web site:

1. Connect to your Internet account.
2. In the address bar, type the address of the Web site that contains the file or program you want to download, then click **GO** on the browser address bar.

   - OR -

   Click a link on a Web page to navigate to the Web site containing the file that you want to download.
3. Create or locate the folder where you want to store the file on your computer.
4. Click the link on the Web page for the file that you want to download.
5. Follow the on-screen instructions for saving the file in the folder that you created.

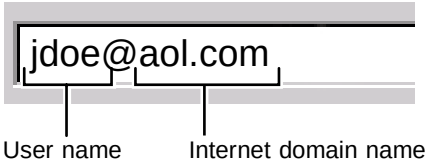
   A copy of the file is downloaded to your computer. The time that it takes to transfer the file to your computer depends on file size and Internet conditions.
6. Open the folder that you created.
7. Install or view the downloaded file by double-clicking it. If applicable, follow the instructions provided on the Web site to run or install the program.

Using e-mail

E-mail (electronic mail) lets you send messages to anyone who has an Internet connection and e-mail address. E-mail is usually a free service of your Internet account.

The Internet never closes, so you can send e-mail messages at any time. Your e-mail messages arrive at most e-mail addresses in minutes.

An *e-mail address* consists of a user name, the @ symbol, and the Internet *domain name* of the Internet Service Provider (ISP) or company that "hosts" that user. Your e-mail address is assigned when you sign up for an account with an ISP. For example, a person with an account with America Online might have an e-mail address that is similar to this one:



Sending e-mail

Help and Support

For more information on sending e-mail, click **Start**, then select **Help and Support**.

To send e-mail using America Online:

1. Connect to your America Online account.
2. Click **Write**.
3. Type the e-mail address of the recipient you want to send e-mail to in the **Send To** box.
4. Type the subject of your e-mail in the **Subject** box.

5 Type the e-mail message.

6 When finished, click **Send Now**. Your e-mail is sent over the Internet to the e-mail address you specified.

Checking your e-mail

Help and Support

For more information on checking your e-mail, click **Start**, then select **Help and Support**.

To check your e-mail using America Online:

1 Connect to your America Online account.

2 Click **Read**.

For more information about managing and organizing your e-mail messages, see the online help in your e-mail program.

Using Multimedia

6

This chapter provides information on using the multimedia capabilities of your notebook. Read this chapter to learn how to:

- Use the diskette drive
- Use the CD/DVD drive
- Play CDs and DVDs
- Record and play audio files
- Use Windows Media Player
- Use MusicMatch

Using diskettes

The diskette drive uses 3.5-inch diskettes (sometimes called *floppy disks*). Diskettes are useful for storing files or transferring files to another computer.

Warning

Do not expose diskettes to water or magnetic fields. Exposure could damage the data on the diskette.

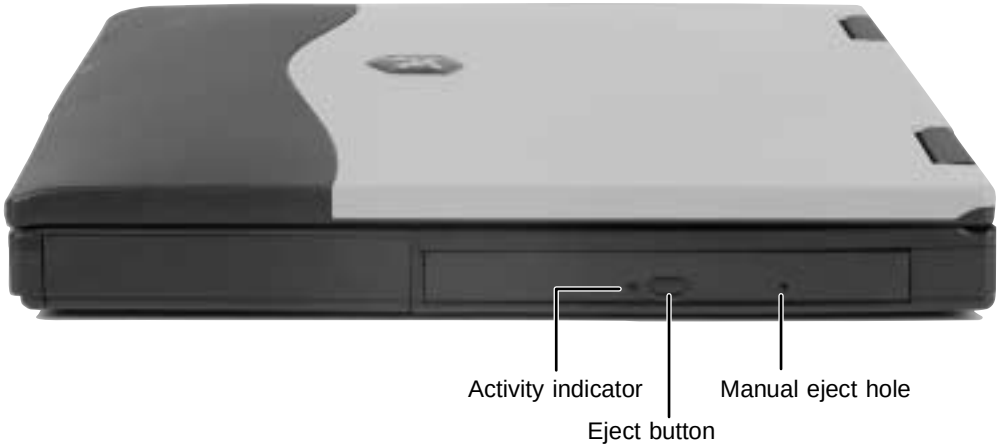
To use a diskette:

1. Insert the diskette into the diskette drive with the label facing up.
2. To access a file on the diskette, click **Start**, then select **My Computer**, then the drive letter (for example, the A: drive), then double-click the file.
3. To remove the diskette, make sure the drive activity indicator (see "Status indicators" on page 19) is off, then press the diskette eject button.

Using the CD/DVD drive

You can use your computer to enjoy a wide variety of multimedia features, such as making recordings, listening to audio CDs, and watching DVD movies.

Inserting a CD or DVD



To insert a CD or DVD:

1. Press the eject button on the CD/DVD drive. After the disc tray opens slightly, pull the tray completely open.
2. Place the disc in the tray with the label facing up, then press down carefully on the disc until it snaps into place.

Important

When you place a single-sided disc in the tray, make sure that the label side is facing up. If the disc has two playable sides, place the disc so that the name of the side you want to play is facing up.

3. Push the tray in until it is closed.

Adjusting the volume

You can use the volume controls to adjust the overall volume and the volume of specific sound devices in your computer.

Help and Support

For more information on adjusting volume, click **Start**, then select **Help and Support**.

To adjust the overall volume level using hardware controls:

- On the keyboard, press the volume system key combination FN+ or FN+ to change the volume, or press the mute system key combination FN+ to turn off all sound.

To adjust the overall volume level from Windows:

1. Click **Start**, then select **Control Panel**. The Control Panel window opens.
2. Select **Sounds, Speech, and Audio Devices**.
3. Select **Adjust the system volume**. The Sounds and Audio Devices Properties dialog box opens.

4 On the Volume tab, drag the **Device Volume** slider to change the volume or click to select the **Mute** check box, then click **OK**.

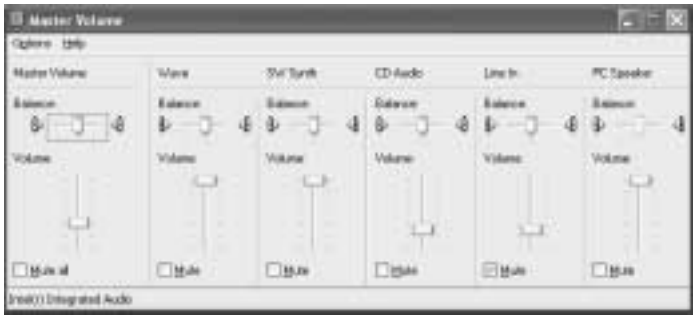
To adjust specific volume levels:

1 Click **Start**, then select **Control Panel**. The Control Panel window opens.

2 Select **Sounds, Speech, and Audio Devices**.

3 Select **Adjust the system volume**. The Sounds and Audio Devices Properties dialog box opens.

4 On the Volume tab, click **Advanced** in the **Device volume** area. The Master Volume dialog box opens.



If the device you want to adjust does not appear in the Master Volume dialog box, select **Options**, **Properties**, select the audio device you want to adjust, then click **OK**.

5 Drag the volume level and balance sliders for the device you want to adjust, then close the window. For more information about the volume controls, select **Help** in the Master Volume dialog box.

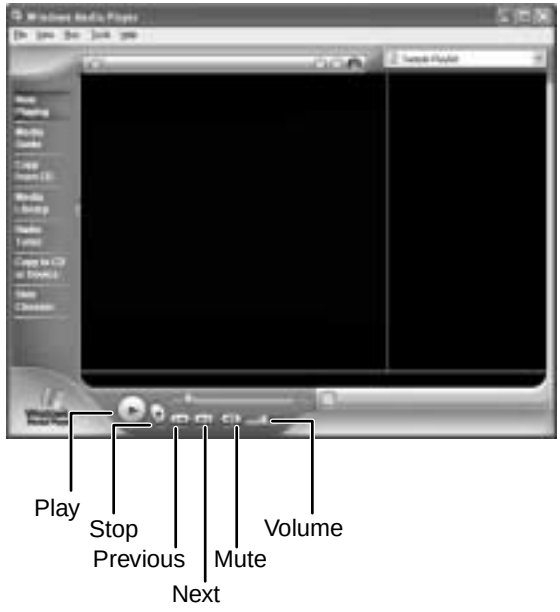
6 Click **X** in the top right corner of the Master Volume dialog box.

Listening to CDs

Use the Windows Media Player to listen to CDs. For more information about using the Windows Media Player, select **Help**.

To play a CD:

1. Insert a CD into the CD/DVD drive.
2. If a message asks you to chose a CD player, select Windows Media Player. The Windows Media Player opens.
3. When the media player opens, click ▶ (play).



Recording and playing audio

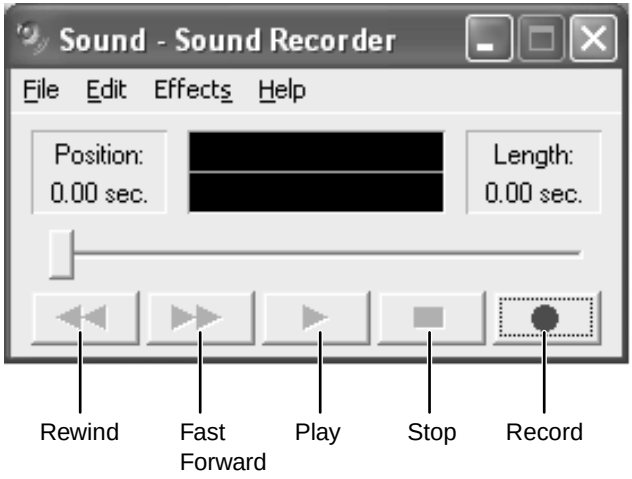
Use the instructions below to make an audio recording by speaking into the microphone.

Help and Support

For more information on recording and playing audio, click **Start**, then select **Help and Support**.

To make an audio recording:

1. Plug a microphone into the Microphone jack on the computer. See “Left Side” on page 4 for the location of the jack.
2. Click **Start**, then select **All Programs**, **Accessories**, **Entertainment**, then **Sound Recorder**. The Sound Recorder opens.



3. Click ● (record), then speak into the microphone.
4. When you finish recording, click ■ (stop).
5. Select **File**, then **Save As**. The Save As dialog box opens.
6. Name the recording, specify the path, then click **Save**. The recording is saved.

To play an audio recording in Sound Recorder:

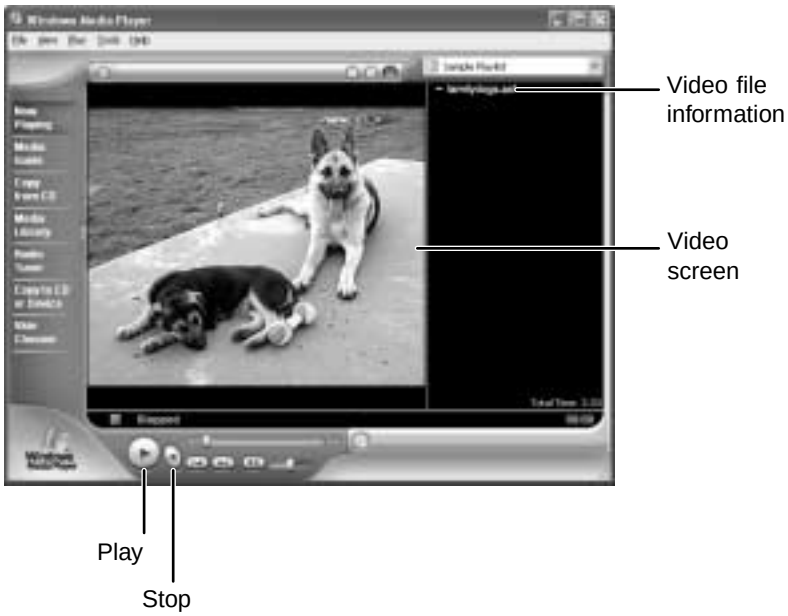
1. Open the Sound Recorder.
2. Select **File**, then **Open**. The Open dialog box opens.
3. Select the file you want to play back, then click **Open**.
4. Play the file by clicking ▶ (play), then stop playing the file by clicking ■ (stop).

Playing audio and video files with the Windows Media Player

The Windows Media Player can play several types of audio and video files, including WAV, MIDI, MP3, AU, AVI, and MPEG formats. For more information about using the Windows Media Player, select **Help**.

To play a file using the Windows Media Player:

1. Click **Start**, then select **All Programs**, then **Windows Media Player**. The Windows Media Player opens.



2. Select **File**, then **Open**. The Open dialog box opens.
3. Select the file you want to play, then click **Open**.
4. Play the file by clicking ▶ (play), then stop playing the file by clicking ■ (stop).

Playing a DVD

A Digital Versatile Disc (DVD) is similar to a standard CD but has greater data capacity. Because of this increased capacity, full-length movies, several albums of music, or several gigabytes of data can fit on a single disc. If your computer has a DVD drive, you can play DVDs with the DVD Player program. For more information about playing DVDs, select **Help** in the DVD player program.

To play a DVD:

1. Make sure that the speakers are turned on or headphones are plugged in and that the volume is turned up.
2. Turn off your system screen saver and standby timers.
3. Click **Start**, then select **All Programs**, **DVD Player**, then **DVD Player**. The DVD Player video screen and control panel open.
4. Insert a DVD into the DVD drive, then click ▶ (play). The DVD plays.
5. To control the DVD or adjust the volume, use the controls in the DVD player. For more information on using the DVD player, see its online help.

Using MusicMatch

Using MusicMatch™, you can:

- Play music CDs
- Create MP3 music files from your music CDs
- Use your music files to build a music library
- Enter music track information
- Listen to Internet Radio

For more information on using MusicMatch, see its online Help.

Playing CDs

You can use the MusicMatch program to play music CDs.

To play a music CD:

1. Insert the music CD into the CD/DVD drive on your computer. The first time you insert a CD, the Audio CD dialog box opens.

2 Click **Play Audio CD using mmjb**, select **Always do the selected action**, then click **OK**. MusicMatch opens, the CD begins playing, and the names of the music tracks appear in the playlist area.

The next time you insert an audio CD, MusicMatch plays the CD automatically.

Building a music library

Use MusicMatch to build a music library. You can organize your music tracks by categories, find a track quickly by using the sort features, and add information to a music file.

You can add music tracks to your music library by:

- **Creating MP3 files** – When you create MP3 files from the tracks on your music CD, MusicMatch automatically adds these files to your music library.
- **Dragging and Dropping** – Drag and drop files from Windows Explorer or your desktop to the music library.
- **Downloading files from the Internet** – When you are connected to the Internet, MP3 files that you download are automatically added to your music library.

Changing the music library display settings

Listening to Internet radio

Use the Radio feature in MusicMatch to listen to Internet Radio stations.

To listen to an Internet radio station:

1 Connect to the Internet, then in MusicMatch, click **Radio Stations**.

The Radio window opens.

2 To select one of the MusicMatch Internet radio stations, select one of the Popular Stations. You can also choose another Internet radio station by clicking **Broadcast Stations**, then clicking **Station Selector**.

3 Select a radio station, then click **Play**. MusicMatch connects to the station.

Using advanced features

You can also use MusicMatch to create your own music CDs and to download MP3 files to your portable MP3 player. See the MusicMatch online Help.

Sending and Receiving Faxes

7

PhoneTools lets you send and receive faxes using the modem.

After you have created a document using a spreadsheet, word processor, or graphics program, you can send it as a fax. You can also receive faxes on your notebook. This chapter shows you how to:

- Set up a fax cover page
- Create and send a new fax
- Fax a document you created in another program
- Receive, view, and print a fax

Help and Support

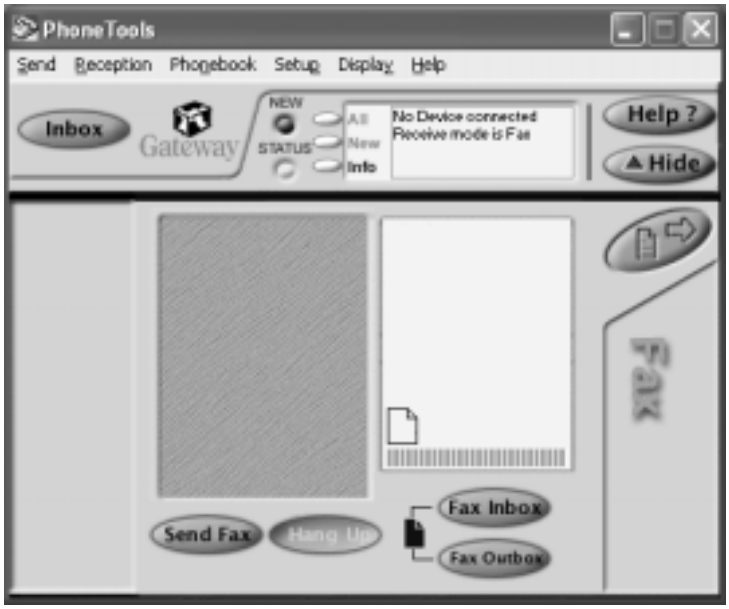
For more information on using the fax functions in PhoneTools, click **Start**, then select **Help and Support**.

Setting up your cover page

Before you send your first fax, you need to set up your user information. Your fax cover sheets and fax headers will contain this information, which is required by law.

To set up your fax cover page:

1. If PhoneTools is not open, click **Start**, then select **All Programs**, **PhoneTools**, then **PhoneTools**.



2. Select **Setup**, then select **General Setup**. The General Setup dialog box opens.

3. Click the **Customize** tab, then type your personal information in the **User** boxes.

4. Click the **Fax** tab, then enter your name and fax number in the **Fax identifier** text box. This identifier information is required by law. You can enter up to 20 characters in the text box. We suggest using eight characters for your identifier name, followed by 12 characters for your telephone number.

Important

Some fax machines cannot use special characters such as hyphens. We suggest using spaces instead of hyphens in telephone and fax numbers.

5 Click **OK**.

6 If you want to change the logo that appears on the cover page, select **Setup**, then select **Logo Management**. The Logo Management dialog box opens.

7 If you do not want the PhoneTools logo on your cover page, click the picture then click the clear button.

- OR -

If you want to replace the PhoneTools logo with one of your own, click the import button then select a picture for the logo. The picture must be saved in a supported format (.BMP, .DGR, .GIF, .JPG, .PCX, .T31, or .TIF) and be small enough to fit in the logo box.

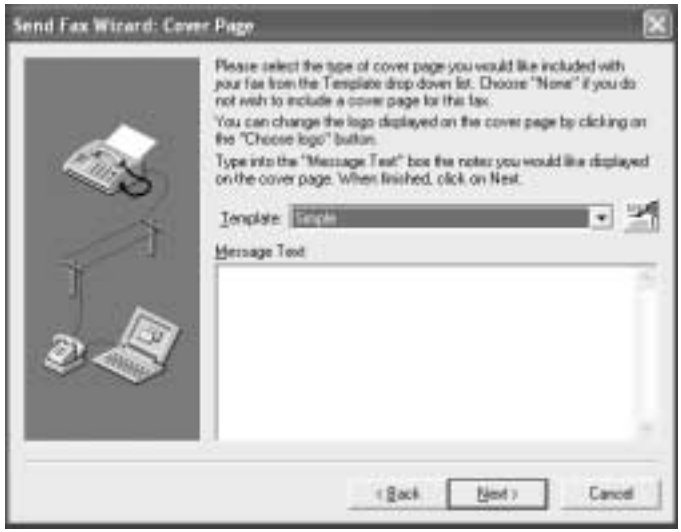
8 Click **OK**.

Sending a fax

To send a fax:

1. If PhoneTools is not open, click **Start**, then select **All Programs**, **PhoneTools**, then **PhoneTools**.
2. Click **Send Fax**. The Send Fax Wizard opens.

3 Enter the recipient's name, company (if applicable), and fax number, then click **Next**.



4 Type the message text in the **Message Text** area.

5 Select a cover page template from the **Template** list, then click **Next**. If you typed a message in the Message Text area, you must select a cover page.

6 If you want to attach a file, make sure the file is not open, then click (browse), select the file, then click **Open**.

7 Click **Next**, then click **Finish**. The Confirm Transmissions dialog box opens.

8 Click **Send**. PhoneTools dials the fax number and sends your fax.

Important

If for any reason you receive a failed transmission message, select Send, then Outbox. Right-click the fax that was not sent to modify it.

Faxing from programs

To fax a document directly from most programs:

1. In the program with the document open, click **File,** then select **Print**. The Print dialog box opens.
2. Select the printer **CAPTURE FAX BVRP**, then click **OK**. The Send Fax Wizard opens.
3. Complete the wizard as instructed in “Sending a fax” on page 90.

Receiving and viewing a fax

To receive and view a fax:

1. If PhoneTools is not open, click **Start**, then select **All Programs**, **PhoneTools**, then **PhoneTools**. When PhoneTools is open, it detects incoming faxes and stores them in the In Box.

Important

Your notebook cannot detect incoming faxes while in the Standby power-saving mode. For information on changing power savings settings, see “Changing power settings” on page 99.

Make sure no other device (such as an answering machine) is set up to answer the telephone on fewer rings than PhoneTools.

2. To view a fax, click **Fax Inbox**, then double-click the fax you want to view. The fax viewer opens, where you can view and print the fax.

8 Managing Power

While your notebook is running on battery power, you should manage power consumption to get the most use out of the battery. This chapter shows you how to:

- Check and recharge the battery
- Change batteries
- Recalibrate the battery
- Extend the life of the battery by conserving battery power and using alternate power sources
- Change power-saving settings

Monitoring the battery charge

Closely monitor the battery charge. When the battery charge gets low, change the battery or connect to AC power immediately to prevent losing any unsaved work.

Monitor the battery charge by:

- Positioning the cursor over the power cord icon or battery icon on the taskbar. A battery status window opens. Move the cursor away from the icon to close the window.
- Pressing FN+STATUS to view the Status display, which opens in the upper left corner of the screen. The Status display shows the current power source, the battery charge, and the power management mode.
- Looking at the battery charge indicator:
  - A green light indicates the battery is fully charged.
  - An orange light indicates the battery is being charged.
  - A red light indicates the battery is low.
  - A red, blinking light indicates the battery is critically low.
  - An orange, blinking light indicates the battery is malfunctioning.
- Waiting for a Low Battery warning message to appear.

If your battery charge indicators display what looks like an inaccurate charge, you may need to recalibrate the battery. For more information, see “Recalibrating the battery” on page 95.

Recharging the battery

The battery recharges while it is installed and your notebook is connected to AC power. While the battery is recharging, the battery charge indicator turns orange and the battery icon on the taskbar has a lightning bolt .

Recalibrating the battery

If your notebook unexpectedly goes into Standby mode while you are using it but the battery charge is not low, you may need to recalibrate your battery. You should also recalibrate the battery once a month to maintain the accuracy of the battery gauge.

To recalibrate the battery:

1. Connect the AC adapter, then turn on your notebook.
2. When you see the startup screen, press F2. The BIOS Setup program opens.
3. Click **Exit**, then select **Battery Auto-Learning** (set by default to disabled). A checkmark appears to show that it is now turned on.
4. Exit the BIOS Setup utility by clicking **Exit**, then selecting **Save and Exit**. The battery recalibration program begins and the notebook will reboot.

   After your battery has been recalibrated, the notebook recharges the battery. Recharging may take 12-24 hours. After the battery finishes recharging, the battery meter displays the accurate battery charge. If the battery meter does not show an accurate charge, contact Gateway Technical Support.

Important

Do not interrupt the battery recalibration process. If recalibration is interrupted, you must start the process over again.

5. Follow the on-screen instructions to exit the battery recalibration program.

Changing batteries

Your notebook must be plugged into AC power or turned off while changing the batteries.

Warning

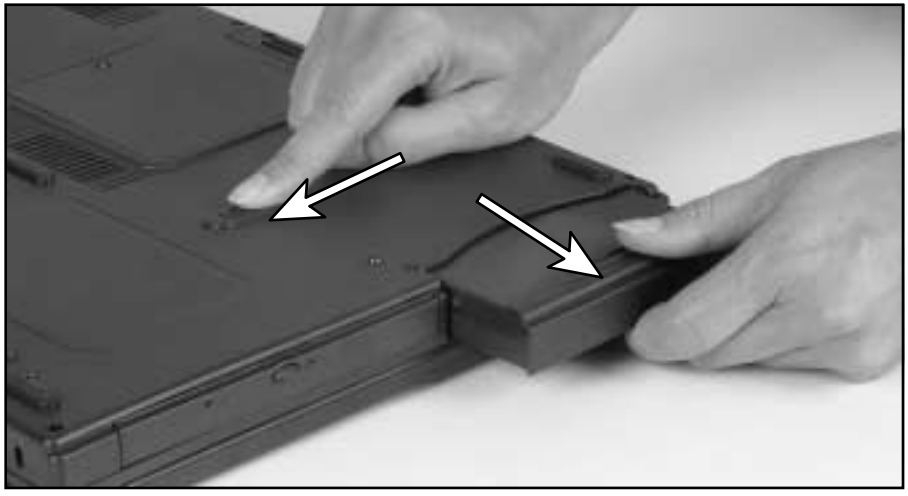
Danger of explosion if battery is incorrectly replaced.

Replace only with a Gateway battery designed for your notebook. Discard used batteries according to the manufacturer's instructions.

The battery used in this device may present a fire or chemical burn hazard if mishandled. Do not disassemble, heat above 212°F (100°C), or incinerate. Dispose of used battery promptly. Keep away from children.

To replace the battery:

1. If your notebook is on, save all work and shut down the notebook.
2. Close the notebook cover, turn your notebook over, slide the battery release latch, and slide the battery out of the bay.



3. Slide a charged battery into the bay until it snaps into place.

Extending battery life

Conserving battery power

While using the battery to power your notebook, conserve power by:

- Dimming the display as low as is comfortable.
- Removing PC Cards when you do not need them. Many PC Cards use a small amount of power while inserted, even if they are not being used.
- Modifying the Power Management settings for maximum power savings. For more information, see “Changing power settings” on page 99.
- Closing the display panel to turn off the display while you are not using your notebook. The display stays off until you open the panel again.
- Using Hibernate mode for maximum power savings while the notebook is not in use. For more information, see “Using Hibernate mode” on page 103.
- Using the CD/DVD drive only when necessary. CD/DVD drives use a large amount of power.
- Recharge the battery often, take an extra battery, and fully recharge the batteries before traveling. For more information, see “Recharging the battery” on page 94 and “Changing batteries” on page 96.

Using alternate power sources

To extend battery life, use alternate power sources whenever possible.

- If traveling internationally, take electrical adapters. Save the battery for times when you cannot use a power adapter. If you plan on taking your AC power adapter, also take a single-plug power surge protector.
- If you will have access to an EmPower™ in-flight power receptacle or an automobile cigarette lighter, use an airplane/automobile power adapter. Save the battery for times when you cannot use a power adapter.
- To find AC power outlets in airports, look for them next to support pillars, in large areas such as boarding gates, and under banks of telephones.

Changing power modes

You can use the following power modes to lengthen the life of your notebook's battery:

- *Standby* - while your notebook is on standby, it switches to a low power state where devices, such as the LCD screen and drives, turn off.
- *Hibernate* - (also called *save to disk*) writes all current memory (RAM) information to the hard drive, then turns your notebook completely off. The next time you turn on the notebook, it reads the memory information from the hard drive and opens the programs and documents that were open when you activated Hibernate. For more information on using Hibernate mode, see "Using Hibernate mode" on page 103.

Using Standby mode

Always save your work before using Standby mode. When in Standby, your computer reduces or turns off the power to most devices except memory. However, the information in the memory is not saved to the hard drive. If power is interrupted, the information is lost.

When in Hibernate mode, your computer saves all memory information to the hard drive, then turns the power completely off.

If your computer is…	…and you want to…	…then
On	Enter Standby mode	Click **Start**, then click **Turn Off Computer**, then click **Stand By**.
On	Enter Hibernate mode (must be enabled)	Click **Start**, then click **Turn Off Computer**, press and hold SHIFT, then click **Hibernate**.
In Standby or Hibernate mode	Exit Standby or Hibernate mode	Press the power button.

Changing power settings

You can change the function of the power button, Standby key, and power-saving timers by changing power settings on your notebook.

You can customize power settings from the Windows Control Panel by selecting power schemes, setting power alarms, adjusting advanced power settings, and activating Hibernate mode.

Power schemes (groups of power settings) let you change power saving options such as when the monitor or hard drive is automatically turned off. You can select one of the defined power schemes or create a custom power scheme.

Alarms can alert you when the battery charge is low.

Advanced power settings let you assign different power saving modes to the power button and Standby key.

Changing the power scheme

Help and Support

For more information on changing power settings, click **Start**, then select **Help and Support**.

To change the power scheme

1. Click **Start**, then select **Control Panel**.
2. Click **Performance and Maintenance**, then click the **Power Options** icon. The Power Options Properties dialog box opens.

3. Select a power scheme from the **Power Scheme** list.

   - OR -

   Set the timers, then save your custom power scheme by clicking **Save As** and typing a name for the scheme.

4. Save the changes by clicking **OK**.

Changing alarm options

Help and Support

For more information on changing power settings, click **Start**, then select **Help and Support**.

To change the alarm options:

1. Click **Start**, then select **Control Panel**.
2. Click **Performance and Maintenance**, then click the **Power Options** icon. The Power Options Properties dialog box opens.
3. Click the **Alarms** tab.

4. Adjust the alarm settings, then save the changes by clicking **OK**.

Changing advanced power management settings

Help and Support

For more information on changing power settings, click **Start**, then select **Help and Support**.

To change advanced power management settings:

1. Click **Start**, then select **Control Panel**.
2. Click **Performance and Maintenance**, then click the **Power Options** icon. The Power Options Properties dialog box opens.
3. Click the **Advanced** tab.

4. Select a power savings mode to be activated by the power button, then save the changes by clicking **OK**.

Using Hibernate mode

Help and Support

For more information on changing power settings, click **Start**, then select **Help and Support**.

To activate Hibernate mode:

1. Click **Start**, then select **Control Panel**.
2. Click **Performance and Maintenance**, then click the **Power Options** icon. The Power Options Properties dialog box opens.
3. Click the **Hibernate** tab.

4. Select the **Enable hibernation** check box, then click **Apply**. Hibernate mode is now an option you can select on the Advanced tab and in the Turn Off Computer dialog box.

To use Hibernate mode:

- To use hibernation as a power savings mode, open the Power Options dialog box, click the **Power Schemes** or **Advanced** tab, select **Hibernate** as one of the power settings, then save the changes by clicking **OK**.
- To manually place your computer into hibernation, click **Start**, then click **Turn Off Computer**, press and hold SHIFT, then click **Hibernate**.

9

Travel Tips

These tips can make traveling with your notebook more convenient and trouble-free. This chapter provides information on:

- Using the modem
- Using your radio frequency wireless connections
- Transferring files
- Protecting your notebook from loss and theft
- Managing your notebook's power efficiently

Tips & Tricks

To access the contents of this guide while you are traveling, download an electronic copy from www.gateway.com/support/manlib/.

Modem

- Take a modem cable to connect the modem to telephone jacks. If you are traveling internationally, take telephone jack adapters or an acoustic handset coupler.
- Take a telephone line protector.
- Take a telephone line tester to check for unsafe lines, especially if you are traveling internationally.
- Take remote access information with you so you can connect to your ISP while outside of your usual calling area. A list of country dialing codes may be especially useful if you are traveling internationally.

Radio frequency wireless connections

- Every country has different restrictions on the use of wireless devices. If your system is equipped with a wireless device, when traveling between countries with your system, check with the local Radio Approval authorities prior to your trip for any restrictions on the use of a wireless device in the destination country.
- If your system came equipped with an internal embedded wireless device, see “Safety, Regulatory, and Legal Information” on page 221 for general wireless regulatory guidelines.
- Wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11B (also known as wireless Ethernet or WiFi) communication devices are examples of devices which use wireless to communicate. For more information, see “Turning your wireless Ethernet on or off” on page 149.

Files

- Copy your working files from your desktop computer to your notebook before you travel.
- If you need to access your desktop computer files from your notebook while traveling, set up the desktop computer for remote access. Contact your network system administrator for more information about remote access.
- Take extra diskettes for transferring files between computers and backing up files.

Security

- Get a locking cable for your notebook so you can attach a cable lock and leave the notebook in your hotel room while you are away.
- Always keep your notebook with you while waiting in airports, train stations, or bus terminals. Be ready to claim your notebook as soon as it passes through the x-ray machine in security checkpoints.
- Write down your notebook model number and serial number (available on the system label) in case of theft or loss, and keep the information in a safe place. Also, tape your business card or an address label to your notebook and accessories.
- Whoever sits next to you or behind you can see your notebook display. Avoid working with confidential files until you can be sure of privacy.
- Use a startup password to restrict access to your notebook.

Important

Use a password that you can remember, but that is difficult for someone else to guess. The password feature is very secure, with no easy way to recover a forgotten password. If you forget your password, you must return your notebook to Gateway for service. Call Gateway Technical Support for instructions.

To create a startup password:

1. Restart your notebook. As soon as you see a startup screen, press F2. The BIOS Setup utility opens.
2. Click **Security**, then select **Set Admin password** and follow the instructions.
3. Click **Security**, then select **Set User password** and follow the instructions. This is the password you need to enter at startup.
4. Exit the BIOS Setup utility by clicking **Exit**, then selecting **Save and Exit**.
5. Click **OK**. When you start your computer, you are prompted to enter the user password you set in Step 3.

Power

To get the best performance from your notebook, avoid using the battery whenever possible, monitor the battery charge, and use the most efficient power management settings.

- For information on conserving battery power, see “Conserving battery power” on page 97.
- For information on using alternate power sources, see “Using alternate power sources” on page 97.
- For information on monitoring the battery charge, see “Monitoring the battery charge” on page 94.

Customizing Your Notebook

10

This chapter provides information about customizing your notebook by changing settings in Windows.

You can:

- Change screen and display settings
- Change the background and screen saver
- Adjust the touchpad settings
- Program the multi-function buttons on the keyboard
- Allocate system memory

Adjusting the screen and desktop settings

Adjusting the color depth and screen area are two of the most basic display settings you may need to change. You can also adjust settings such as the screen background and screen saver.

Help and Support

For more information on adjusting the screen and desktop settings, click **Start**, then select **Help and Support**.

Adjusting the color depth

Color depth is the number of colors your LCD displays. Various image types require various color depths for optimum appearance on your LCD. For example, simple color drawings may appear adequately in 256 colors while color photographs need millions of colors to be displayed with optimum quality.

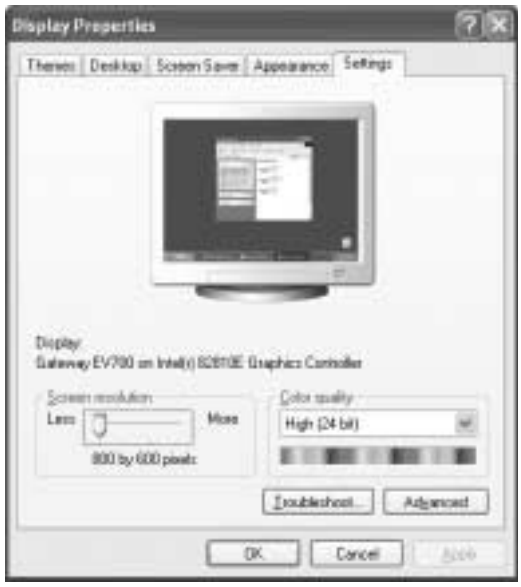
Windows lets you choose from several color depth settings for your LCD. We recommend 16-bit High Color setting be used at all times.

If the color in your images seems “false” or “jumpy,” especially after you have played a game or run a video-intensive program, check the color depth setting and return it to 16-bit High Color, if necessary.

To change the color depth:

1. Click **Start**, then select **Control Panel**.
2. Click **Appearance and Themes**, then click the **Display** icon. The Display Properties dialog box opens.

3 Click the **Settings** tab.



4 Select a setting from the **Color Quality** or **Colors** list.

5 To save your changes, click **OK**, then click **Yes**.

Adjusting the screen resolution

You can change the screen resolution to a size you prefer. For example, you can increase the resolution to fit more icons on your desktop, or you can decrease the resolution to make reading and identifying objects on the display easier. The higher the resolution, the smaller individual components of the screen (such as icons and menu bars) appear.

To change the screen resolution:

1 Click **Start**, then select **Control Panel**.

2 Click **Appearance and Themes**, then click the **Display** icon. The Display Properties dialog box opens.

3 Click the **Settings** tab.

4 Drag the **Screen Resolution** slider to the size you prefer.

5 To save your changes, click **OK**, then click **Yes**.

Applying a color scheme

A color scheme is a set of colors that you can apply to your Windows environment. For example, you can change the appearance of such things as the desktop, windows, and dialog boxes. You can select an existing scheme or create your own.

Help and Support

For more information on applying a color scheme, click **Start**, then select **Help and Support**.

To select a color scheme:

1. Click **Start**, then select **Control Panel**. Click **Appearance and Themes**.
2. Click **Display**, then click the **Appearance** tab.

3. Select a scheme from the **Color Scheme** list, then click **OK**.

Changing the desktop background

The Windows desktop background picture can be changed. Windows provides several alternative backgrounds, or you can use pictures that you have created or retrieved from other sources.

Help and Support

For more information on changing the desktop background, click **Start**, then select **Help and Support**.

To change the desktop background:

1. Click **Start**, then select **Control Panel**. Click **Appearance and Themes**.
2. Click **Display**, then click the **Desktop** tab.

3 Select a background picture from the **Background** list.

- OR -

Select a background picture from another location by clicking **Browse**.

4 If you want the picture you chose to cover the entire screen, select **Stretch** or **Tile** from the **Position** list.

5 If the picture you chose does not cover the entire screen and you did not choose to tile or stretch the image in Step 4, you can change the solid color behind the picture by selecting a color from the **Color** list.

6 Click **OK**.

Selecting a screen saver

You can use a screen saver to keep others from viewing your screen while you are away from your computer. Windows supplies a variety of screen savers that you can choose from, and many more are available from the Internet and as commercial products.

Help and Support

For more information on changing the screen saver, click **Start**, then select **Help and Support**.

To select a screen saver:

1 Click **Start**, then select **Control Panel**.

2 Click **Appearance and Themes**, then click the **Display** icon. The Display Properties dialog box opens.

3 Click the **Screen Saver** tab.

4 Select a screen saver from the **Screen Saver** list. Windows previews the screen saver.

5 If you want to customize the screen saver, click **Settings** and then make your changes**.** If the **Settings** button is not available, you cannot customize the screen saver you selected.

6 If you want to display the Welcome (Login) screen whenever you close the screen saver, select the **On resume, display Welcome screen** check box.

7 If you want to change the time before the screen saver is activated, click the up or down arrows next to the **Wait** box.

8 Click **OK**.

Changing the touchpad settings

You can adjust the double-click speed, pointer speed, left-hand or right-hand configuration, and other touchpad settings.

Help and Support

For more information on changing the mouse settings, click **Start**, then select **Help and Support**.

To change your touchpad settings:

1. Click **Start**, then select **Control Panel**.
2. Click **Printers and Other Hardware**, then click the **Mouse** icon. The Mouse Properties dialog box opens.
3. Click one of the tabs to change your touchpad settings.
4. To assign a function to the rocker switch, click the **Button Actions** tab. Select the function for the **Extended Button One** (for the top rocker button) and **Extended Button Two** (for the bottom rocker button) from the lists.
5. Click **OK** to save changes.

Programming the multi-function buttons

The Multi-function Keyboard Utility lets you change the actions of some of the multi-function buttons. For a description of the buttons, see “Multi-function buttons” on page 24.

Help and Support

For more information on programming the multi-function buttons, click **Start**, then select **Help and Support**.

To program the multi-function buttons:

1. Click **Start**, select **Control Panel**, then click **Switch to Classic View**.
2. Click the **Multi-function Keyboard** icon. The Gateway Multi-function Keyboard utility window opens.
3. Click the tab corresponding to the multi-function button to make changes to its function. To see which button each tab corresponds to, see “Multi-function buttons” on page 24.
4. Click **OK**.

Allocating system memory

Graphics memory and system memory share the memory installed in your notebook. By default, your notebook allocates 8 MB of the total memory to graphics. Some programs, such as graphic intensive games, may require you to allocate more memory to graphics. You can choose to allocate up to 32 MB of the total memory for graphics.

Caution

Increasing the memory allocated to graphics decreases the system memory. Allocating too much memory to graphics may adversely affect the performance of your notebook.

To allocate system memory:

1. Restart your notebook. As soon as you see a startup screen, press F2. The BIOS Setup utility opens.
2. Click **Advanced**, then select **Shared memory**.
3. Select the graphics memory size you want to allocate, then click **OK**.
4. Exit the BIOS Setup utility by clicking **Exit**, then selecting **Save and Exit**.
5. Click **OK**.

Upgrading Your Notebook

11

This chapter provides information about adding hardware devices to your notebook, including:

- PC Cards
- Memory
- Hard drive

Adding PC Cards

Your notebook has one PC Card slot (also known as a PCMCIA card slot). This slot accepts a single Type II or Type III PC Card.

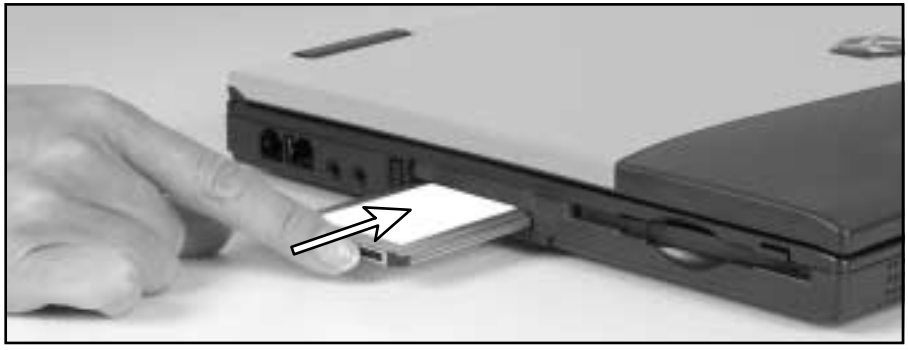
You do not need to restart your notebook when changing most cards because your notebook supports *hot-swapping*. Hot-swapping means that you can insert a PC Card while your notebook is running. If your PC Card does not work after hot-swapping, refer to the PC Card manufacturer's documentation for further information.

Help and Support

For more information on adding PC Cards, click **Start**, then select **Help and Support**.

To insert a PC Card:

- Push the card firmly into the bottom of the PC Card slot label-side up until the outer edge of the card is flush with the side of the notebook.



To remove a PC Card:

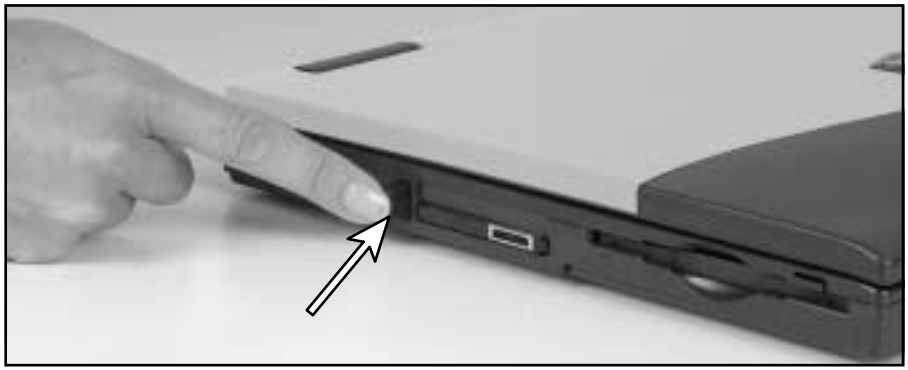
1. Click the icon on the taskbar, then select the PC Card name and click **Stop**.

   -OR-

   Turn off the notebook.

2. Release the eject button by pressing the PC Card eject button once.

3. Eject the PC Card by pressing the eject button again.



Preventing static electricity discharge

The components inside your computer are extremely sensitive to static electricity, also known as *electrostatic discharge* (ESD).

Caution

ESD can permanently damage electrostatic discharge sensitive components in the computer. Prevent ESD damage by following ESD guidelines every time you open the computer case.

Warning

To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer, remove the battery, and unplug the power cord and modem cable before opening the case.

Before installing memory or replacing the hard drive, follow these guidelines:

- Turn off the computer power.
- Wear a grounding wrist strap (available at most electronics stores) and attach it to a bare metal part of the computer.

Warning

To prevent risk of electric shock, do not insert any object into the vent holes of the notebook.

- Touch a bare metal surface on the back of the computer.
- Unplug the power cord and modem cable.
- Remove the battery.

Before working with computer components, follow these guidelines:

- Avoid static-causing surfaces such as carpeted floors, plastic, and packing foam.
- Remove components from their antistatic bags only when you are ready to use them. Do not lay components on the outside of antistatic bags because only the inside of the bags provide electrostatic protection.
- Always hold expansion cards by their edges or their metal mounting brackets. Avoid touching the edge connectors and components on the cards. Never slide expansion cards or components over any surface.

Installing memory

Your notebook uses memory modules called SO-DIMMs (Small Outline Dual Inline Memory Modules). The modules are available in various capacities and any module can be placed in any available slot. Use PC100 or PC133 memory modules for upgrading your memory.

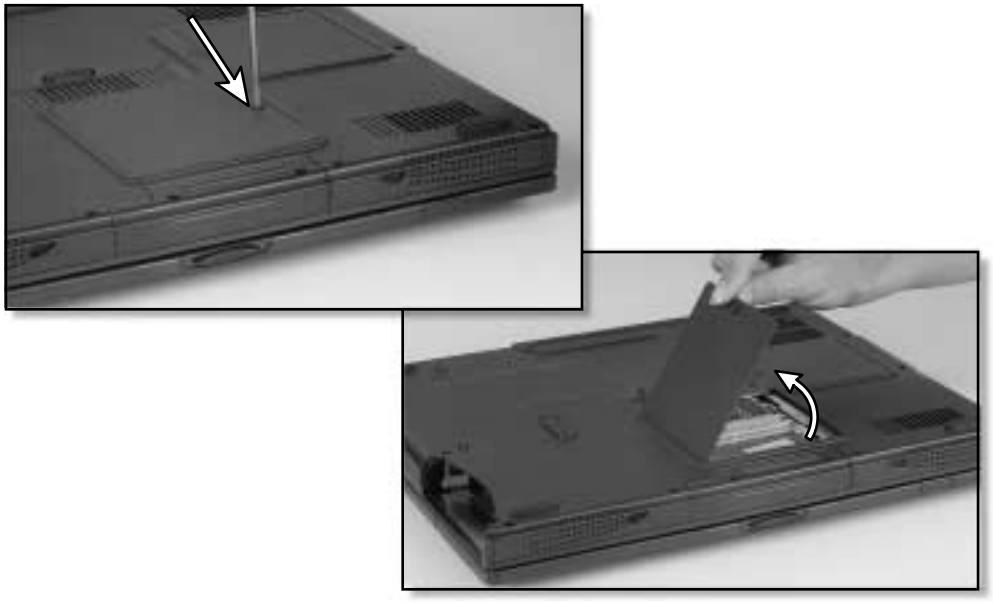
To add or replace memory modules:

1. Follow the instructions under “Preventing static electricity discharge” on page 124.
2. Shut down your notebook, then disconnect the power adapter and modem cable.
3. Turn the notebook over, then remove the battery. For more information, see “Changing batteries” on page 96.

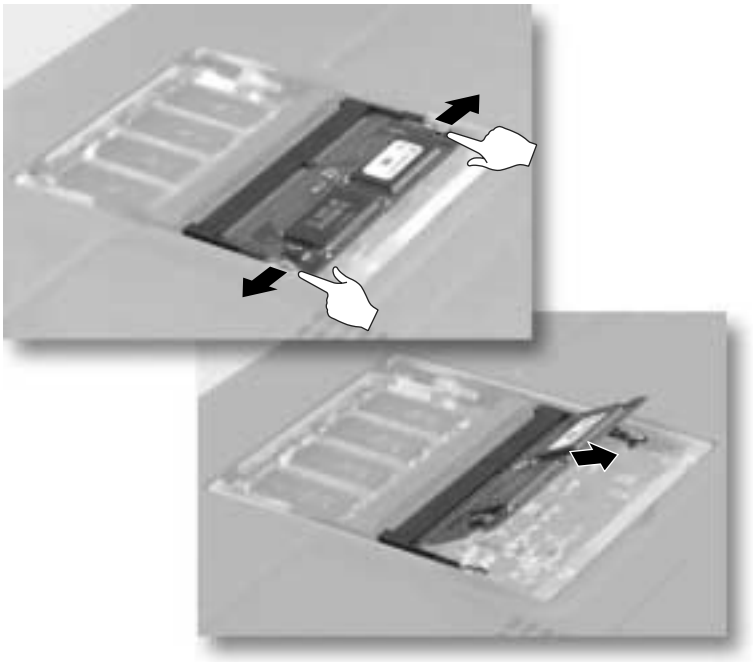
Warning

To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer, remove the battery, and unplug the power cord and modem cable before opening the case. Replace the cover before you restore power or reconnect the modem cable.

4 Remove the memory bay cover screw, and then remove the memory bay cover.



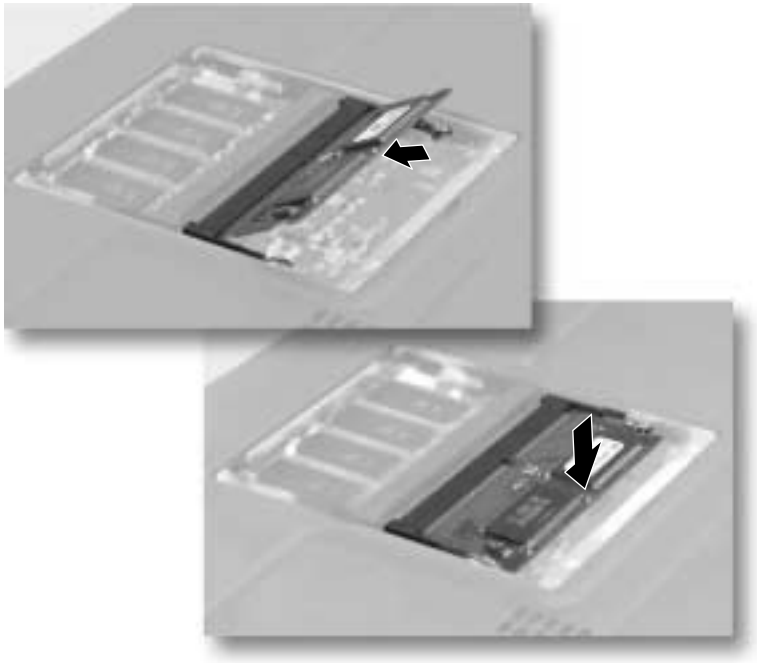
5 If you are removing a module, gently press outward on both clips at either end of the memory module until the module tilts upward. Pull the memory module out of the slot.



6 Hold the new or replacement module at a 30-degree angle and press it into the empty memory slot. This module is keyed so that it can only be inserted in one direction. If the module does not fit, make sure the notch in the module lines up with the tab in the memory bay.

Important

Use only PC100 (100 MHz) or PC133 (133 MHz) memory modules.



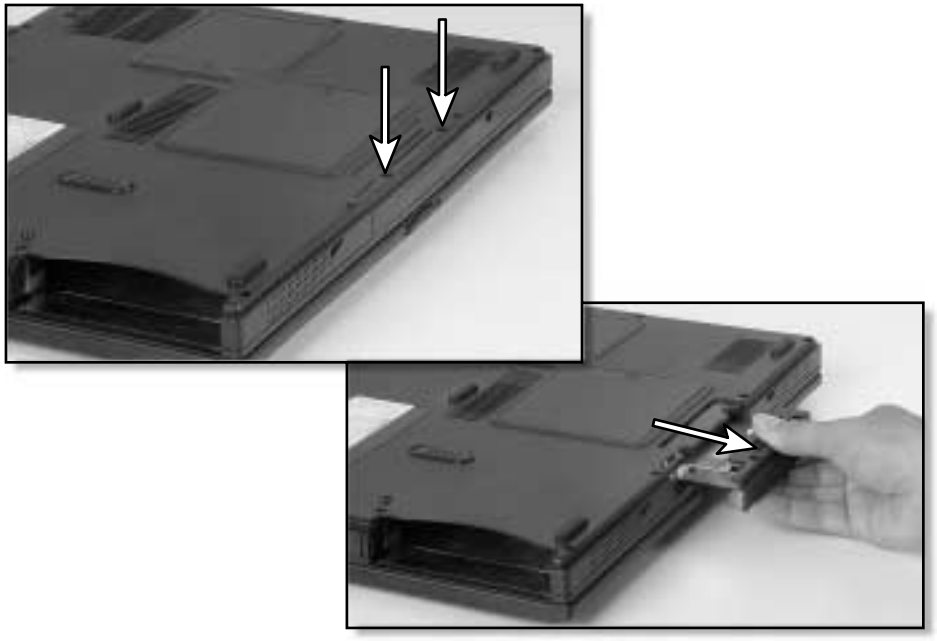
7 Gently push the module down until it clicks in place.

8 Replace the memory bay cover and cover screw, insert the battery, connect the AC adapter, and turn on your notebook.

Replacing the hard drive

To replace the hard drive:

1. Follow the instructions under “Preventing static electricity discharge” on page 124 for important precautions.
2. Shut down your notebook, then disconnect the power adapter and modem cable.
3. Turn the notebook over, then remove the battery. For more information, see “Changing batteries” on page 96.
4. Remove the hard drive screws, then pull the drive kit straight out from the notebook.



5. Place the new hard drive kit in the bay, slide it into the connector, then replace the screws to secure the hard drive to the notebook.

Networking Your Notebook

12

Connecting your home, small office, or home office computers lets you share drives, printers, and a single Internet connection among the connected computers.

This chapter contains information about:

- Benefits of using a network in your home, small office, or home office
- Types of network connections
- Using wireless networking
- Purchasing additional network equipment

The benefits of using a network

A network lets you:

- Share a single Internet connection
- Share computer drives
- Share peripheral devices
- Stream audio and video files
- Play multi-player games

Sharing a single Internet connection

A network makes sharing the Internet easy. Each computer or Internet appliance that is connected to the network can share the same modem and telephone line or broadband connection and access the Internet at the same time. This saves on the cost of installing another telephone line for your second computer and paying for a second Internet Service Provider (ISP) account.

Important

Most ISPs allow multiple users at the same time.

If you use America Online as your ISP, you can:

- Log onto America Online through one of your screen names and the other computers can access the Internet using an Internet browser.
- Upgrade your service to AOL for Home Networks. This service allows more than one of your screen names to be online through your home network at one time.

Sharing drives

With a network, you can copy files from computer to computer by copying and pasting or dragging and dropping. You will no longer waste your time transferring files by using diskettes. In addition, you can *map* a drive from a computer on the network to a drive on another computer, and access the file as if it were located on the hard drive of the computer you are using.

Sharing peripheral devices

Each computer that is connected to the network can share the same peripheral devices, such as a printer. Select print from the computer you are currently using and your file is automatically printed on your printer no matter where it is located on your network.

Streaming audio and video files

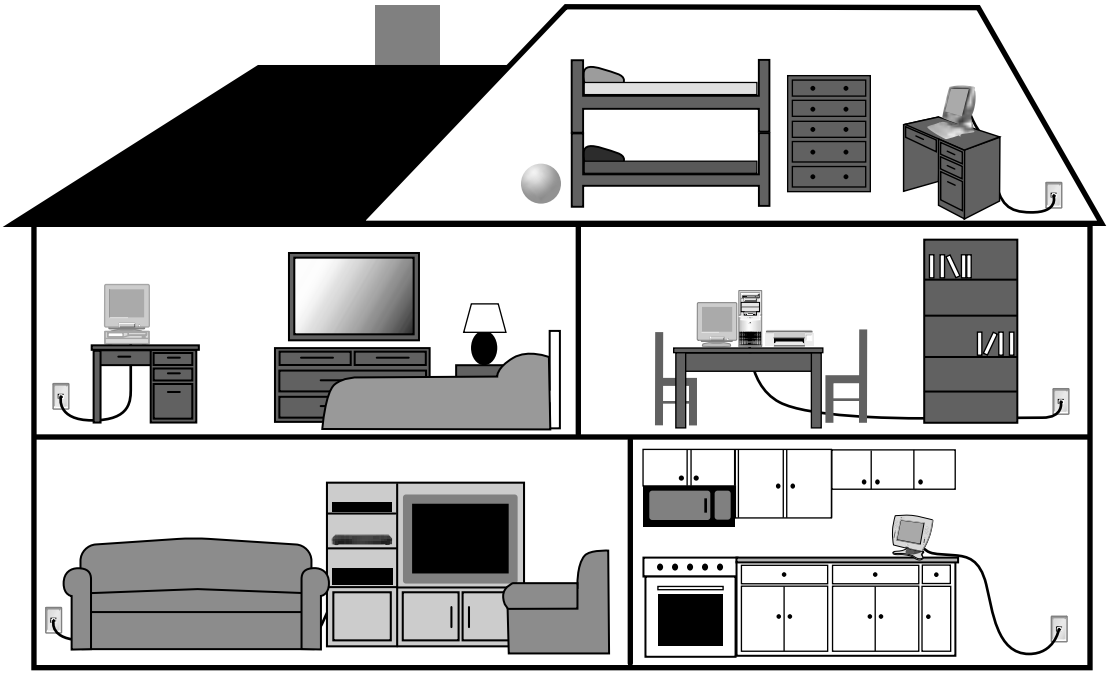
With a network, you can store audio files (such as the popular .MP3 files) and video files on any networked computer, then play them on any of the other computers or devices connected to your network, a process called *streaming*.

Playing multi-player games

With a home network, you can play multi-player games. Load a game like *Microsoft Midtown Madness 2* on your computers, and in minutes, you and your friends can race in competing cars through the streets of San Francisco.

Example network

A network connects all your computers and other devices so that you can share files, programs, peripheral devices, and much more from any computer in your home or office. The picture below shows an example of a home network.



Selecting a network connection

One of the biggest decisions you will need to make when creating your network is what type of connection you will use. Gateway supports both wired and wireless connections.

Wired connections

HPNA (Home Phoneline Networking Alliance) and Ethernet are two popular types of wired networks.

HPNA

Creating an HPNA network is as easy as knowing where your telephone jacks and computers are located. HPNA uses your home's standard telephone lines and telephone jacks instead of special cabling to connect computers. You can use your networked computers at the same time as you connect to your ISP, send a fax, or talk on your telephone. For the best performance, your computers or Internet appliances should have HPNA 2.0 network cards or jacks for connecting to your network.

Important

If you have more than one telephone line in your home or office, make sure that all the computers in your network are connected to jacks that share the same telephone number.

Ethernet or Fast Ethernet

Ethernet is a type of connection commonly used in offices around the world. This type of connection can also be used to build small computer networks in the home. Ethernet is available at two different speeds: standard Ethernet, which runs at the same speed as HPNA 2.0, and Fast Ethernet, which runs up to ten times faster. To create an Ethernet network, you or your electrician must install special cables in your home or office. Your computers or Internet appliances must have Ethernet cards or jacks for connecting to a 10 or 10/100 Ethernet switch or hub. If you are connecting just two computers, you can eliminate the switch or hub and use a special *crossover* cable.

Important

Check local code requirements before installing Ethernet cable or other wiring in your home or office. Your municipality may require you to obtain a permit and hire a licensed installer.

Broadband Internet connections

You can use your computer's Ethernet or USB jack for more than just networking. Many broadband Internet connections, such as cable modems and DSL modems, connect to your computer's Ethernet or USB jack. Typically, if one computer is connected to the Internet, other networked computers can access the Internet through the shared Internet connection. A broadband, versus dial-up, connection adds speed and an "always on" connection to your home network.

Wireless Connections

Instead of connecting your computers with wires, you can consider a wireless networks. Wireless Ethernet is ideal for creating a home or office network.

Warning

Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11b (also known as wireless Ethernet or WiFi) communication devices are examples of devices that provide wireless communication.

Important

If your system came equipped with an internal radio frequency wireless device, see "Safety, Regulatory, and Legal Information" on page 221 for general wireless regulatory and safety guidelines. To find out if your system has an internal wireless device, check the label (see "Identifying your model" on page 9).

Wireless Ethernet

A wireless Ethernet network (also known as IEEE 802.11b or WiFi) exceeds the speed of either HPNA 2.0 or standard Ethernet. In addition, this type of network allows you the freedom to move about your home or office with your computer. For example, you can take your notebook computer from your home office to your patio without having a telephone or Ethernet jack available.

Assessing your connection needs

To select the type of network that will work best for you, consider how you will use your network.

HPNA

An HPNA network is appropriate if:

- Your home, small office, or home office has a telephone jack with the same telephone number in each room that has a device you want to connect
- You have several Windows-based computers that are used for drive sharing, printing to a single printer, or surfing the Internet
- Your notebook computer has one of the following:
  - An HPNA jack for connecting to a telephone jack
  - A USB port to connect to a HPNA adapter
- Cost savings is more important than network speed
- Your connection speed needs are less than 10000 Kbps (see “Comparing data transfer speed” on page 139)

Ethernet

An Ethernet or Fast Ethernet network is appropriate if:

- You are building a new home or your existing home already has Ethernet cable installed in each room that has a device you want to connect
- You are creating a network in an office or business
- Network speed is more important than cost savings
- You have a combination of Windows-based computers and non-Windows-based computers that are used for drive sharing, printing to a single printer, or surfing the Internet
- Your notebook computer has an Ethernet jack for connecting to the network

Wireless Ethernet (IEEE 802.11b, WiFi)

A wireless Ethernet network is appropriate if:

- You are looking for an alternative to using your telephone line or installing cable for connectivity
- The ability to move about with your computer is as important as network speed
- You have several Windows-based computers that are used for drive sharing, printing to a single printer, or surfing the Internet
- Your notebook computer has wireless Ethernet (IEEE 802.11b) for networking
- Your connection speed needs are less than 11000 Kbps (see "Comparing data transfer speed" on page 139)

Comparing data transfer speed

When deciding between connection types, compare the different data transfer speeds provided by each to the programs you plan to run on your network. The following table shows types of programs that you may run in your home or small office and the connection speed each requires.

Type of Program	Speed Required
Voice over IP (VoIP)	5-20 Kbps
Multiplayer Game	20-80 Kbps
Dial-up Internet	24-56 Kbps
MP3 Audio Streaming	80-200 Kbps
Printer Sharing	80-200 Kbps
Broadband Internet	100-1000 Kbps
File Sharing	300-40000 Kbps
MPEG Video Streaming	4000-8000 Kbps

The following table shows the Gateway-supported network type and the maximum speed of each.

Connection	Type	Rated Maximum Speed
HPNA 2.0	Wired	10000 Kbps
Ethernet	Wired	10000 Kbps
Wireless Ethernet (IEEE 802.11b or WiFi)	Wireless	11000 Kbps
Fast Ethernet	Wired	100,000 Kbps

When comparing the speed at which your network will need to run to the speed you can get from the connection type, you should consider which programs may run at the same time on your network.

For example, you have stored several MP3 audio files on your network. You typically play music on your desktop, and at the same time your teenager may play music on her notebook. Playing two MP3 audio files simultaneously

requires 200 Kbps + 200 Kbps = 400 Kbps. If at the same time you are playing two MP3 audio files, you also print a file to your printer, the speed required increases to 200 Kbps + 200 Kbps + 200 Kbps = 600 Kbps.

A comparison of the two tables on the previous page shows that HPNA 2.0, Ethernet, and wireless Ethernet can handle most programs on a network. If you anticipate using a combination of programs that regularly exceed 10000 Kbps, you should consider installing Fast Ethernet for your connection.

Using a wireless network

Your notebook may have wireless Ethernet networking built-in. The information in this section tells you how to set up and access a wireless network. If your notebook does not have wireless networking built-in, and you are interested in getting networking hardware for your notebook or other computers to set up a network in your home or office, see “Purchasing additional network equipment” on page 164.

Warning

Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11b (also known as wireless Ethernet or WiFi) communication devices are examples of devices that provide wireless communication. For instructions to turn wireless Ethernet on and off, see “Turning your wireless Ethernet on or off” on page 149.

Important

If your system came equipped with an internal radio frequency wireless device, see “Safety, Regulatory, and Legal Information” on page 221 for general wireless regulatory and safety guidelines. To find out if your system has an internal wireless device, check the label (see “Identifying your model” on page 9).

Using wireless Ethernet

Setting up wireless Ethernet networking

If you have wireless Ethernet, the first time you start your notebook, your system automatically installs the wireless Ethernet drivers. Immediately following the initial startup, you may be instructed to run the Network Setup Wizard.

Important

The following procedure uses the Windows XP Network Setup Wizard. The example screens show those screens that typically appear in the course of using the wizard. Your network situation may differ from that used in this example, and therefore you may encounter additional screens or screens with different selections. Make sure you read each screen in the wizard and make your selections based on your particular network situation.

To run the Network Setup Wizard:

1. Click on the Network Setup Wizard icon on the taskbar. The Network Setup Wizard opens.

   -OR-

   Click **Start**, then select **All Programs, Communications**, then **Network Setup Wizard**. The Network Setup Wizard opens.

2. Click **Next** to continue through the wizard.

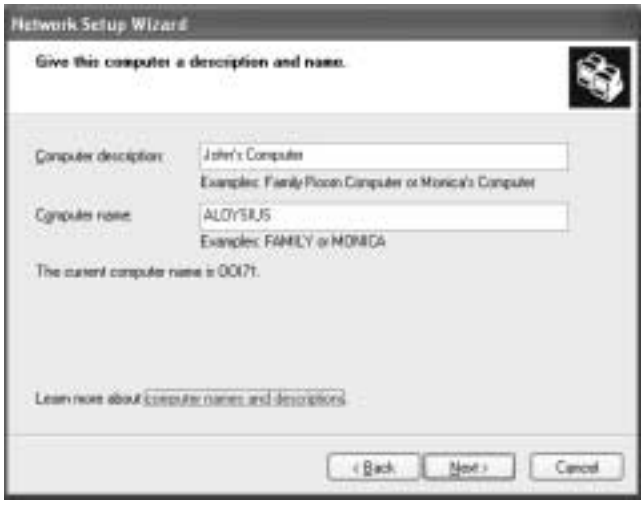
3 Click **Next**. The following screen opens.

4 Click to select the **Ignore disconnected network hardware** checkbox, then click **Next**. The following screen opens.

5 Select the method that the notebook accesses the Internet, then click **Next**. If you do not see the method you want, click **Other** for a list of additional methods, make a selection, then click **Next**. The following screen opens.

6 Select **Let me choose the connections to my network**, then click **Next**. The following screen opens.

7 Click to select the **Wireless Network Connection** checkbox, then click **Next**. The following screen opens.



8 Enter a description of the computer and the name by which the computer will be identified on the network, then click **Next**. The following screen opens.

9 Enter the name of the workgroup this notebook belongs to. This name is usually assigned by the network system administrator and identifies which group of computers this notebook is most likely to communicate with.

10 Click **Next**. A summary of the network settings you have chosen appears.

11 Click **Next** to apply the network settings. The following screen opens.

12 If you are setting up a wireless Ethernet network on other computers, you may want to use the Network Setup Wizard to do so. Select a method for installing and configuring the network on your other computers and click **Next**.

13 Click **Finish**.

Configuring Windows XP for wireless Ethernet

To configure Windows XP to use the wireless Ethernet network:

1 Click **Start**, then select **Control Panel**.

2 Click **Network and Internet Connections**. The Network and Internet Connections window opens.

3 Click **Network Connections**. The Network Connections window opens.

4 Right-click **Wireless Network Connection**.

5 Select **Properties**. The Wireless Network Connection Properties dialog box opens.

6 Select **Internet Protocol (TCP/IP)**, then click **Properties**. The Internet Protocol (TCP/IP) Properties dialog box opens.

7 Click the **General** tab.

8 If you are using a DHCP server, click **Obtain an IP address automatically**.

- OR -

If you are not using a DHCP server, click **Use the following IP address** and enter the **IP Address** and **Subnet Mask**.

Important

If you are required to enter an IP Address and Subnet Mask, ask your network system administrator for the correct values.

9 Click **OK** to close the Internet Protocol (TCP/IP) Properties dialog box.

10 Click **OK** to close the Wireless Network Connection Properties dialog box.

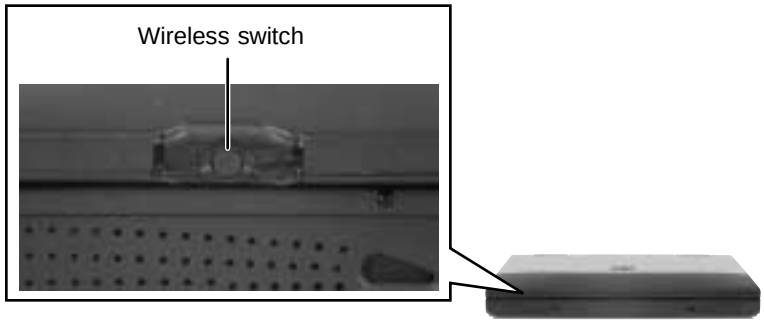
11 Click **X** to close the Network Connections window.

Turning your wireless Ethernet on or off

There are times, such as when you are flying in an aircraft, when you should turn off your wireless Ethernet network. You can also turn off wireless Ethernet to conserve battery power on your notebook.

To turn wireless Ethernet on or off using the switch:

- Press the small black switch located in the center of the wireless indicator.



To turn wireless Ethernet on or off using the Start menu:

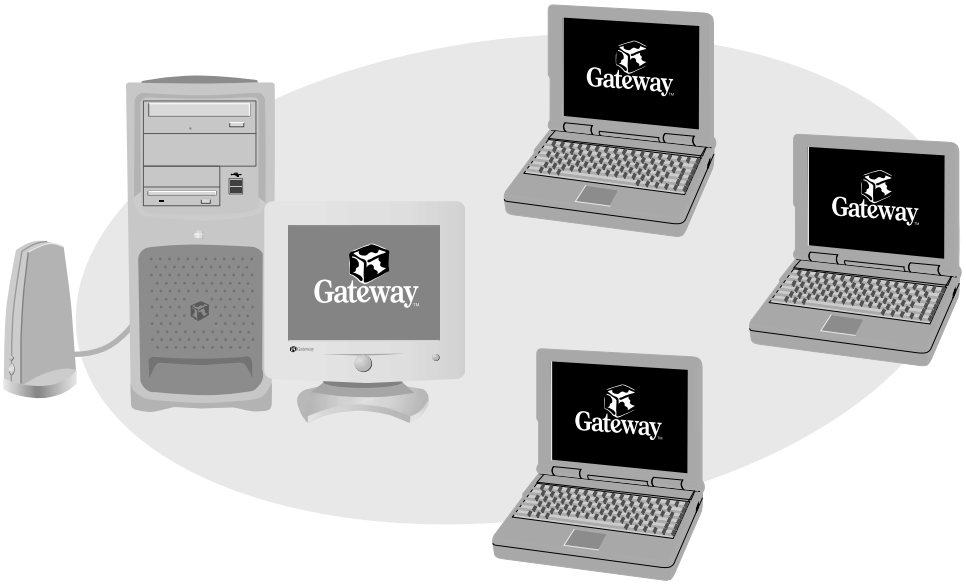
1. Click **Start**, then select **Control Panel**.
2. Click **Network and Internet Connections**. The Network and Internet Connections window opens.
3. Click **Network Connections**. The Network Connections window opens.
4. Right-click **Wireless Network Connection**.
5. Select **Enable** to turn on wireless Ethernet or **Disable** to turn off wireless Ethernet.

Creating a wireless Ethernet network

After you have turned on wireless Ethernet networks, you may want to create a new wireless Ethernet network. You can create either an access point or peer-to-peer wireless Ethernet network.

Access Point

An *access point* is a device that allows you to both join a wireless network and access a wired network at the same time. You can create an access point wireless network if you purchased an RG1000 or equivalent access point. The figure below shows an example of an access point network.



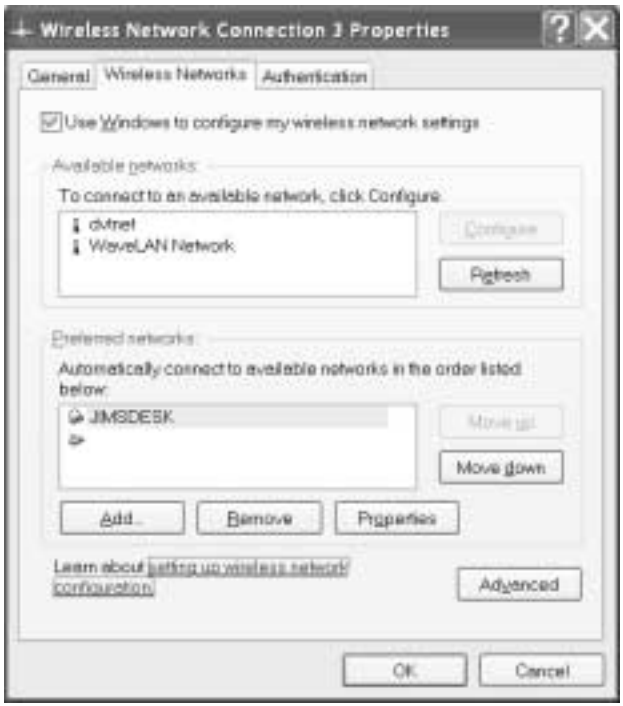
To create an access point wireless Ethernet network:

1. Click **Start**, then select **Control Panel**.
2. Click **Network and Internet Connections**. The Network and Internet Connections window opens.
3. Click **Network Connections**. The Network Connections window opens.
4. Right-click **Wireless Network Connection**.

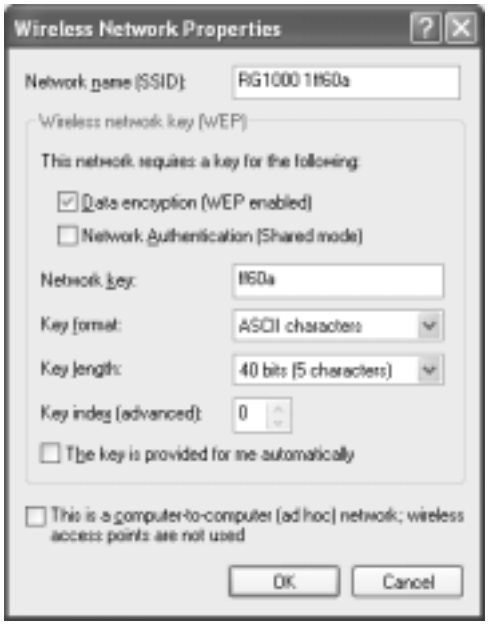
5 Select **View Available Wireless Networks**. The Connect to Wireless Network dialog box opens.

6 Click **Advanced**. The Wireless Network Connection Properties dialog box opens.

7 Click the **Wireless Networks** tab.



8 Click **Add**. The Wireless Network Properties dialog box opens.



9 Enter the name of the network. For an access point network, we recommend entering the name of the access point device followed by the SSID name found on the back of the access point, for example **RG1000 1ff60a**.

10 Click the **Data encryption (WEP enabled)** check box.

11 Click to clear the **The key is provided for me automatically** check box.

12 Enter the network key. This key must be the last five digits of the network name. Example: **ff60a**.

13 Select **ASCII characters** from the **Key format** list.

14 Select **40 bits (5 characters)** from the **Key length** list.

15 Select **0** from the **Key index (advanced)** list.

16 Make sure that the **Network Authentication (Shared mode)** check box is not selected.

17 Make sure that the **This is a computer-to-computer (ad hoc)** network check box is not selected.

18 Click **OK** to close the Wireless Network Properties dialog box.

19 Click the **General** tab.

20 Select **Internet Protocol (TCP/IP)**, then click **Properties**. The Internet Protocol (TCP/IP) Properties dialog box opens.

21 Click the **General** tab.

22 If you are using a DHCP server, click **Obtain an IP address automatically**.

- OR -

If you are not using a DHCP server, click **Use the following IP address** and enter the **IP Address** and **Subnet Mask**.

Important

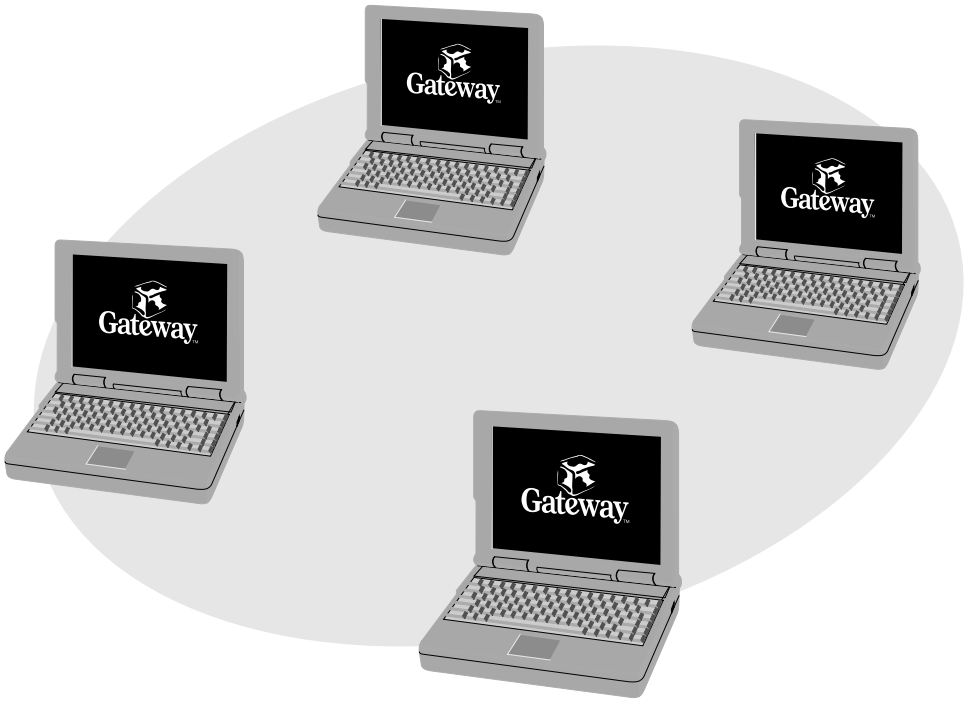
If you are required to enter an IP Address and Subnet Mask, ask your network system administrator for the correct values.

23 Click **OK** to close the Internet Protocol (TCP/IP) Properties dialog box.

24 Click **OK** to close the Wireless Network Connection Properties dialog box.

Peer-to-peer (ad hoc)

Use a peer-to-peer (ad hoc) network if you are setting up or joining a temporary or permanent computer-to-computer network for sharing files and peripheral devices. This type of network does not include an access point into a wired network.



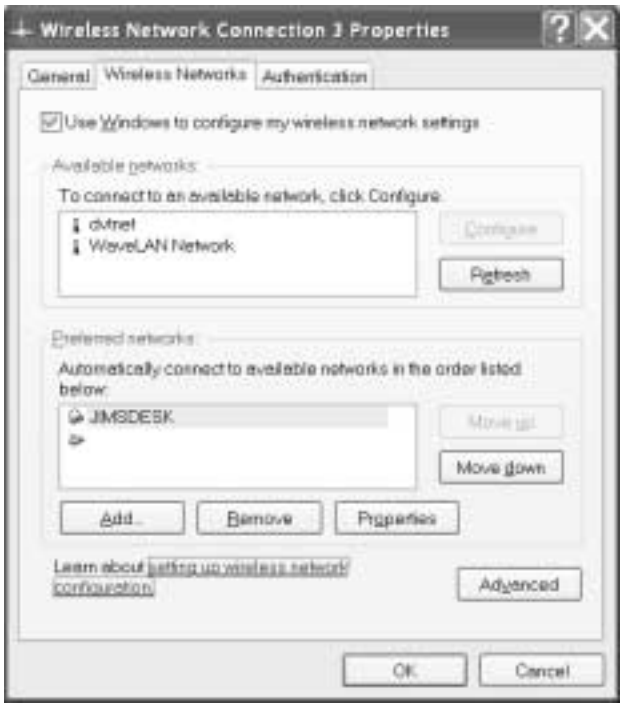
To create a peer-to-peer wireless Ethernet network:

1. Click **Start**, then select **Control Panel**.
2. Click **Network and Internet Connections**. The Network and Internet Connections window opens.
3. Click **Network Connections**. The Network Connections window opens.
4. Right-click **Wireless Network Connection**.

5 Select **View Available Wireless Networks**. The Connect to Wireless Network dialog box opens.

6 Click **Advanced**. The Wireless Network Connection Properties dialog box opens.

7 Click the **Wireless Networks** tab.



8 Click **Add**. The Wireless Network Properties dialog box opens.

9 Enter the name of the network. For a peer-to-peer network, this can be any network name not already in use, for example **Adhoc**.

10 Click the **This is a computer-to-computer (ad hoc)** network check box.

11 If an encryption key has been agreed to by the other members of your network, enter this value.

12 Click **OK** to close the Wireless Network Properties dialog box.

13 Click the **General** tab.

14 Select **Internet Protocol (TCP/IP)**, then click **Properties**. The Internet Protocol (TCP/IP) Properties dialog box opens.

15 Click the **General** tab.

16 Click **Use the following IP address**

17 Enter an **IP Address** and **Subnet Mask** for each wireless computer on your ad hoc network. The IP Address for computer 1 should end with a 1 and the IP Address for computer 2 should end with a 2.

Example IP address and subnet mask for

Example IP address and subnet mask for wireless computer 2

18 Click **OK** to close the Internet Protocol (TCP/IP) Properties dialog box.

19 Click **OK** to close the Wireless Network Connection Properties dialog box.

Connecting to a wireless Ethernet network in Windows XP

To connect to an existing wireless Ethernet network:

1 Click **Start**, then select **Control Panel**.

2 Click **Network and Internet Connections**. The Network and Internet Connections window opens.

3 Click **Network Connections**. The Network Connections window opens.

4 Right-click **Wireless Network Connection**.

5 Select **View Available Wireless Networks**. The Connect to Wireless Network dialog box opens.

6 Select the network you want to connect to, then click **Connect**.

Checking network signal strength

If your wireless Ethernet network is running slower than you expect, you should check your network signal strength.

To check signal strength of your wireless Ethernet network:

1 Click **Start**, then select **Control Panel**.

2 Click **Network and Internet Connections**. The Network and Internet Connections window opens.

3 Click **Network Connections**. The Network Connections window opens.

4 Right-click **Wireless Network Connection**.

5 Select **Status**. The Wireless Network Connection Status dialog box opens. The meter registers the signal strength for wireless Ethernet on your notebook if other computers with the same network name are within range of your notebook.

Important

Signal strength is affected by the distance between your wireless network devices, by radio interference, and interference from natural obstructions such as walls, floors, and doors.

Purchasing additional network equipment

Use the following shopping lists when purchasing equipment for your network.

HPNA

For an HPNA network you need:

- An HPNA card installed in each desktop computer

  - OR -

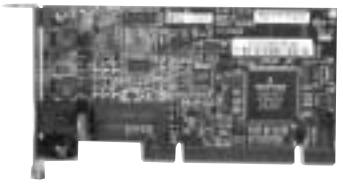
  An HPNA/V.90 combination card installed in each desktop computer

  - OR -

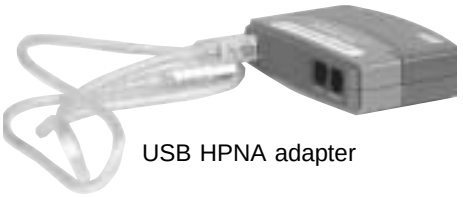
  A USB HPNA adapter attached to each desktop or notebook computer

  - OR -

  An HPNA PC Card installed in each notebook computer



HPNA card



USB HPNA adapter

- Modem cable going from each computer to the closest telephone jack

Important

All HPNA components should be HPNA 2.0. A mixture of HPNA 1.0 and HPNA 2.0 components will result in your network running at a slower speed.

Ethernet

For an Ethernet network you need:

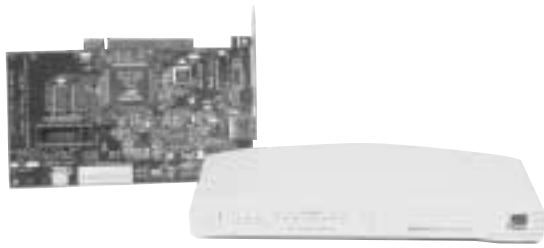
- An Ethernet card installed in each desktop computer

  - OR -

  An Ethernet jack on each desktop and notebook computer

  - OR -

  An Ethernet PC Card installed in each notebook computer



Ethernet card and hub

- An Ethernet hub or switch with enough ports for each computer and device in the network (hubs are slightly cheaper than switches but may run slower than switches)
- Ethernet cable going from each computer to the hub or switch

Important

All Ethernet components should be either standard Ethernet (10 Mbps) or Fast Ethernet (100 Mbps). A mixture of Ethernet and Fast Ethernet components will result in your network running at the slower speed.

Wireless Ethernet

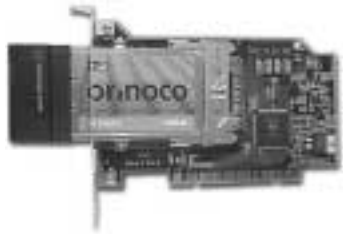
For a wireless Ethernet network you need:

- A wireless Ethernet (IEEE 802.11b) PCI card installed in each desktop computer

  - OR -

  A wireless Ethernet (IEEE 802.11b) PC Card installed in each notebook computer that does not have wireless Ethernet built-in

- A wireless Ethernet (IEEE 802.11b) Access Point if you want to connect your wireless Ethernet to the Internet or a wired network



Wireless Ethernet PCI card

Wireless Ethernet PC card

Wireless Ethernet Access Point

For more information

For more information about the Gateway Connected Home or networking an office, discuss your particular needs with your Gateway Country Store representative. In addition, several books and Internet sites are dedicated to networking. Refer to these sources for more information about networking your home or office with HPNA, Ethernet, or Wireless Ethernet.

Moving from Your Old Computer

13

Transferring software and hardware from your old computer

If your new computer is replacing an old computer, you may have personal data files, Internet settings, a printer or other peripheral devices, and other unique computer settings that you want to move from your old computer to your new one.

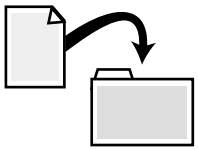
Using the Files and Settings Transfer Wizard

You can move your data files and personal settings from your old computer to your new one by using the Files and Settings Transfer Wizard. You can take your display, Internet, and e-mail settings from your old computer and transfer them to the new one. The wizard also moves specific files or entire folders, such as My Documents, My Pictures, and Favorites.

To open the Files and Settings Transfer Wizard:

- Click **Start**, select **All Programs**, **Accessories**, **System Tools**, then **Files and Settings Transfer Wizard**.

Transferring files



You can manually transfer your personal data files by copying them to removable media, such as a diskette, CD, or Zip disk, or by using a home network. For more information, see “Networking Your Notebook” on page 131.

Finding your files

Many programs automatically save your personal data files in the My Documents folder. Look in your old computer’s My Documents folder for personal data files. Use Windows Search to locate other personal data files.

To find files in the My Documents folder:

1. Click **Start**, then select **My Computer**.
2. Double-click the **C:** drive icon. The C:\ window opens.
3. Double-click the **My Documents** folder. The My Documents window opens.

You can often identify different data file types by looking at the file’s *extension* (the part of the file name following the last period). For example, a document file might have a .DOC extension.

File type	File usually ends in...
Documents	.DOC, .TXT, .RTF, .HTM, .HTML, .DOT
Spreadsheets	.XLS, .XLT, .TXT
Pictures	.JPG, .BMP, .GIF, .PDF, .PCT, .TIF, .PNG
Movies	.MPEG, .MPG, .AVI, .GIF, .MOV
Sound and Music	.WAV, .CDA, .MP3, .MID, .MIDI

To find files using Search:

1. Click **Start**, then select **Search**, then **All Files or Folders**. The Search Results window opens.
2. Use Windows Search to locate data files by file name or file type. For help on finding files, select **Help**, then select **Help Topics**.

Transferring Internet settings

You can use different methods to transfer your Internet account from your old computer to your new one.

Setting up your ISP

- If your current Internet Service Provider (ISP) software came preinstalled on your new computer, run that setup program. If it asks to set up a new account or an existing one, choose to reconnect to an existing account.
- If your current ISP software is not preinstalled on your new computer, locate the original Internet setup program provided by your local ISP, or contact your ISP to see if they have an updated version of their software, and install it on your new computer.
- If you use MSN as your ISP, or if you know your ISP settings, use the Windows Internet Connection Wizard.

To use the Internet Connection Wizard:

1. Click **Start**, then select **All Programs**, **Accessories**, **Communications**, then **New Connection Wizard**. The New Connection Wizard window opens.
2. Configure your Internet settings by following the on-screen instructions.

Transferring your e-mail and address book

Refer to your old e-mail program's online help for information on *exporting* and *importing* e-mail messages and the address book. You can often export all of your old e-mail messages or address book to a diskette, then import them from the diskette into your new computer's e-mail program. Alternatively, you may want to consider simply printing the old information or e-mailing it to yourself.

Transferring your Internet shortcuts

You can export and import your old bookmarks (Netscape Navigator) or favorites (Microsoft Internet Explorer). For more information, refer to your Internet browser program's online help.

Reinstalling your old printer or scanner

Older printers, scanners, or other peripheral devices may have Windows support integrated (*built in*), which means you do not need any additional software. Newer devices, however, usually require your original software installation CDs or diskettes.

Reinstalling a USB printer or scanner

USB devices may have special installation instructions. Refer to your USB device's installation guide.

Reinstalling a parallel port printer

You can usually install parallel port printers by following these steps.

To reinstall your old printer:

1. Exit Windows and turn off your computer.
2. Connect your parallel port printer.
3. Turn on your printer, then your computer.
4. If Windows detects your printer, install your printer by following the on-screen instructions. You are finished.

   - OR -

   If Windows does not detect the printer, go to the next step.

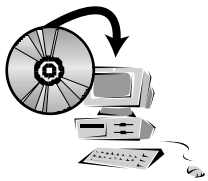
5 Click **Start**, then select **Control Panel**. If you do not see the **Printers and Faxes** icon, click **Switch to Classic View**.

6 Click/double-click the **Printers and Faxes** icon, then click **Add a printer**. The Add Printer Wizard window opens.

7 Install your printer by following the on-screen instructions.

Refer to your peripheral device's user guide for installation information and tips. Because most installation software is periodically updated, you should also check the manufacturer's Web site for *driver* updates.

Reinstalling your old programs



You probably use some programs that did not come installed on your new computer, such as personal finance software, graphics programs, or games.

Spend some time going through your old computer's **Start** and **Programs** menus, making note of any programs you want to install on your new computer. Locate your original program installation CDs and installation guides. Your original CDs and guides should contain any serial numbers or product ID keys that may be required for program installation and registration. Remember to check the manufacturer's Web site for important program updates.

Tips & Tricks

If your new computer comes with a newer version of a program, it is usually best to use the newer version than to reinstall the old one.

Maintaining Your Notebook

14

This chapter provides basic information about maintaining your computer hardware and software.

Caring for your computer

To extend the life of your system:

- Be careful not to bump or drop your computer, and do not put any objects on top of it. The case, although strong, is not made to support extra weight.
- When transporting your computer, we recommend that you put it in a carrying case.
- Keep diskettes, modular drives, and your computer away from magnetic fields. Magnetic fields can erase data on both diskettes and hard drives.
- Never turn off your computer when the hard drive indicator is on because data on the hard drive could be lost or corrupted.
- Avoid subjecting your computer to extreme temperature changes. The case or LCD can become very brittle and easy to break in cold temperatures and can melt or warp in high temperatures. Damage due to either extreme is not covered by your warranty. As a general rule, your computer is safest at temperatures that are comfortable for you.
- Keep all liquids away from your computer. When spilled onto computer components, almost any liquid can result in extremely expensive repairs that are not covered under your warranty.

- Avoid dusty or dirty work environments. Dust and dirt can clog the internal mechanisms.
- Set up a regular maintenance schedule according to the table below to keep your computer running at its best.

Maintenance task	Immediately after purchase	Monthly	When needed	See…
Create an emergency diskette	X			page 175
Check for viruses		X	X	page 177
Manage hard drive space			X	page 179
Clean up hard drives		X	X	page 180
Scan hard drive for errors		X	X	page 181
Defragment hard drive		X	X	page 182
Back up files		X	X	page 184
Recalibrate the battery			X	page 95
Clean computer case			X	page 186
Clean keyboard			X	page 187
Clean screen			X	page 187
Clean mouse			X	page 187

Creating an emergency startup diskette

An *emergency startup diskette* is a diskette that contains critical information that you need to start your computer if Windows fails to start. You should create a startup diskette as soon as you get your computer.

Help and Support

For more information on creating an emergency startup diskette, click **Start**, then select **Help and Support**.

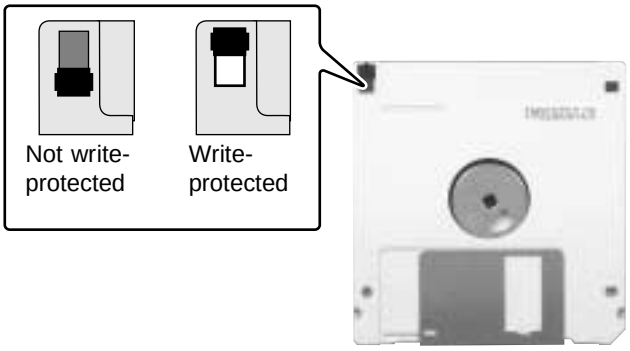
To create an emergency startup diskette:

1. Place a blank diskette labeled **Startup** into the diskette drive.
2. Click **Start**, then select **My Computer**. The My Computer window opens.
3. Right-click **3½ Floppy (A:)**, then select **Format**. The Format 3½ Floppy (A:) dialog box opens.

4. Select **Create an MS-DOS Startup Disk**, then click **Start**. Windows copies files to the emergency startup diskette.

5 When Windows finishes copying files, remove the diskette from the diskette drive.

6 To prevent the diskette from being erased or infected by viruses, you should write-protect it by sliding the write-protect tab up.



7 Store your emergency startup diskette in a safe place with your other backup software media.

Protecting your computer from viruses

A *virus* is a program that attaches itself to a file on a computer, then spreads from one computer to another. Viruses can damage data or cause your computer to malfunction. Some viruses go undetected for a period of time, because they are activated on a certain date.

Protect your computer from a virus by:

- Using your Norton® AntiVirus program to check files and programs that are on diskettes, attached to e-mail messages, or downloaded from the Internet.
- Checking all programs for viruses before installing them.
- Disabling macros on suspicious Microsoft Word and Excel files. These programs will warn you if a document that you are opening contains a macro that might have a virus.
- Periodically updating your Norton AntiVirus program to protect against the latest viruses.

Help and Support

For more information on protecting your computer from viruses, click **Start**, then select **Help and Support**.

To scan for viruses:

1. Click **Start**, then select **All Programs**, **Norton AntiVirus**, then **Norton AntiVirus 2002**. Norton AntiVirus opens.
2. Click **Scan for Viruses**.
3. Select the type of scan you want to make in the Scan area, then under Actions, click **Scan**.

To remove a virus:

1. Find and remove the virus immediately using Norton AntiVirus.
2. Turn off your computer and leave it off for at least 30 seconds.
3. Turn on the computer and rescan for the virus.

To update Norton AntiVirus:

1. Click **Start**, then select **All Programs**, **Norton AntiVirus**, then **LiveUpdate - Norton AntiVirus**. The LiveUpdate wizard opens.
2. Follow the on-screen instructions to update your Norton AntiVirus program with the latest virus protection files.
3. When the program has finished updating, click **Finish**.

Managing hard drive space

Windows provides several utilities you can use to manage your hard drive.

Checking hard drive space

Help and Support

For more information on checking hard drive space, click **Start**, then select **Help and Support**.

To check hard drive space:

1. Click **Start**, then select **My Computer**.
2. Right-click the drive that you want to check for available file space, then select **Properties**. Drive space information appears.

Using Disk Cleanup

Delete unneeded files such as temporary Windows files to free hard drive space.

Help and Support

For more information on using Disk Cleanup, click **Start**, then select **Help and Support**.

To use the Windows Disk Cleanup program:

1. Click **Start**, then select **My Computer**. The My Computer window opens.
2. Right-click the hard drive that you want to delete files from, then select **Properties**. The System Properties dialog box opens at the **General** tab.

3. Click **Disk Cleanup**. The Disk Cleanup dialog box opens.

4 Select the check box beside each file type you want to delete. For more information about file types you can delete, read the descriptions in the Disk Cleanup dialog box.

5 Click **OK**, then click **Yes**.

Checking the hard drive for errors

The Error-checking program examines the hard drive for physical flaws and file and folder problems. This program corrects file and folder problems and marks flawed areas on the hard drive so that Windows does not use them.

If you use your computer several hours every day, you probably want to run Error-checking once a week. If you use your computer less frequently, once a month may be adequate. Also use Error-checking if you encounter hard drive problems.

Help and Support

For more information on checking the hard drive for errors, click **Start**, then select **Help and Support**.

To check the hard drive for errors:

1 Click **Start**, then select **My Computer**.

2 Right-click the hard drive that you want to check for errors, then select **Properties**. The System Properties dialog box opens.

3 Click the **Tools** tab.

4 Click **Check Now**.

5 Select the options to use, then click **Start**. For help, press F1. Windows checks the drive for errors. This process may take several minutes.

6 Correct any problems that are found by following the on-screen instructions. After Windows has finished checking the drive for errors, it provides a summary of the problems that it found.

7 Click **OK**.

Defragmenting the hard drive

When working with files, sometimes Windows divides the file information into pieces and stores them in different places on the hard drive. This is called *fragmentation*, and it is normal. In order for the computer to use a file, Windows must search for the pieces of the file and put them back together. This process slows the hard drive performance.

The Disk Defragmenter program organizes the data on the drive so that each file is stored as one unit rather than as multiple pieces scattered across different areas of the drive. Defragmenting the information stored on the drive can improve hard drive performance.

While the Disk Defragmenter program is running, do not use your keyboard or mouse because using them may continuously stop and restart the defragmenting process. Also, if you are connected to a network, log off before starting Disk Defragmenter. Network communication may stop the defragmentation process and cause it to start over.

Help and Support

For more information on defragmenting your hard drive, click **Start**, then select **Help and Support**.

To run Disk Defragmenter:

1. Click **Start**, then select **My Computer**.
2. Right-click the hard drive that you want to defragment, then select **Properties**. The System Properties dialog box opens.
3. Click the **Tools** tab.

4 Click **Defragment Now.**

5 If Disk Defragmenter does not start automatically, click **Defragment.**

Disk Defragmenter shows its progress on the screen. When finished, Disk Defragmenter asks if you want to quit the program.

6 Click **Close.**

Backing up files

Backing up files and removing them from the hard drive frees space for new files on the hard drive. It also protects you from losing important information if the hard drive fails or you accidentally delete files.

You should back up your files regularly to a writable CD (if you have a CD-R or CD-RW drive) or to diskettes. Use a backup device, such as a CD-R, CD-RW, or Zip drive, to do a complete hard drive backup. If you do not have a high-capacity backup device and you want to purchase one, you can contact Gateway's Add-on Sales department or visit our Web site at www.gateway.com.

Help and Support

For more information on backing up files, click **Start**, then select **Help and Support**.

Using the Scheduled Task Wizard

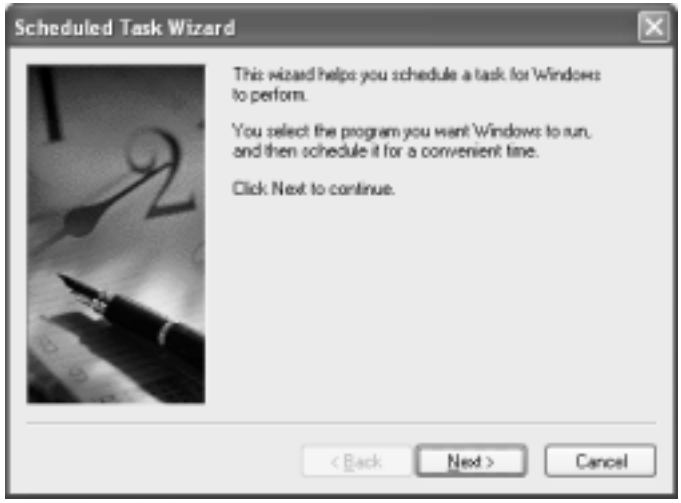
The Scheduled Task Wizard lets you schedule maintenance tasks such as running Disk Defragmenter and Error-checking.

Help and Support

For more information on using the Scheduled Task Wizard, click **Start**, then select **Help and Support**.

To start the Scheduled Task Wizard:

1. Click **Start**, then select **All Programs**, **Accessories**, **System Tools**, then **Scheduled Tasks**. The Scheduled Tasks window opens.
2. Double-click **Add Scheduled Task**. The Scheduled Tasks Wizard opens.



3. Click **Next**, then select the Scheduled Task Wizard option you want to create and follow the screen prompts to customize the task.

Important

Your computer must be on during scheduled tasks.

Cleaning your computer

Keeping your computer clean and the vents free from dust helps keep your system performing at its best. You may want to gather these items and put together a computer cleaning kit:

- A soft cloth
- An aerosol can of air that has a narrow, straw-like extension
- Isopropyl alcohol
- Cotton swabs
- A CD/DVD drive cleaning kit

Cleaning the exterior

Warning

When you shut down your computer, the power turns off, but some electrical current still flows through the computer. To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer, remove the battery, and unplug the power cord and modem cable before opening the case.

Always turn off the computer and other peripheral devices, and remove the battery, before cleaning any components.

Use a damp, lint-free cloth to clean the computer and other parts of your system. Do not use abrasive or solvent cleaners because they can damage the finish on components.

Your computer is cooled by air circulated through the vents on the case, so keep the vents free of dust. With the computer turned off and unplugged, brush the dust away from the vents with a damp cloth. Be careful not to drip any water into the vents. Do not attempt to clean dust from inside the computer.

Cleaning the keyboard

You should clean the keyboard occasionally by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.

If you spill liquid on the keyboard, turn off the computer and turn the unit upside down. Let the liquid drain, then let the keyboard dry before trying to use it again. If the keyboard does not work after it dries, you may need to replace it.

Cleaning the screen

Use a soft cloth and water to clean the screen. Squirt a little water on the cloth (never directly on the screen), and wipe the screen with the cloth.

Caution

An LCD screen is made of specially coated glass and can be scratched or damaged by abrasive or ammonia-based window cleaners.

Cleaning the mouse

If you have a mouse and the mouse pointer begins moving erratically across the screen or becomes difficult to control precisely, then cleaning the mouse will likely improve its accuracy.

Help and Support

For a video demonstration on cleaning the mouse, click **Start**, then select **Help and Support**.

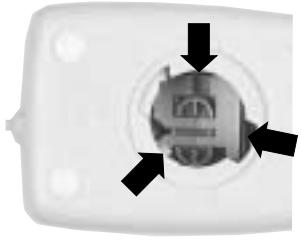
To clean your mouse:

1. Turn the mouse upside down.
2. Rotate the retaining ring on the bottom of the mouse counter-clockwise.

3 Remove the retaining ring and mouse ball.

4 Remove any dust, lint, or dirt from the mouse ball with a soft cloth.

5 Clean the mouse rollers with a cotton swab dipped in isopropyl alcohol.



6 Replace the mouse ball and lock the retaining ring into place.

Restoring Software

15

Reinstalling device drivers

Device drivers are programs that control devices such as monitors, CD/DVD drives, and modems. Drivers translate information between computer devices and programs.

Drivers for your original computer hardware are installed at Gateway. If you install a new device, you need to install the drivers provided by the device manufacturer.

You should reinstall device drivers:

- If directed to do so while troubleshooting
- If you see a message indicating that there is a problem with a device driver

If you are not comfortable with the procedures covered in this section, seek help from a more experienced computer user or a computer service technician.

Reinstall the device drivers if you are directed to do so while troubleshooting or if a message tells you that there is a problem with a device driver.

Help and Support

For more information on reinstalling device drivers, click **Start**, then select **Help and Support**.

To reinstall device drivers:

1. Place *Disc 1* of the *System Restoration Kit* into your CD/DVD drive. The System Restoration Kit program starts. Go to Step 5.

   - OR -

   If the program does not start automatically, go to Step 2.

2. Click **Start**, then select **Run**. The Run dialog box opens.
3. In the **Open** text box, type **D:\RUNMENU.EXE** (where D is the drive letter of your CD/DVD drive).
4. Click **OK**. The System Restoration Kit program starts.
5. If the Welcome to the System Restoration Kit window opens, close it by clicking **OK**.
6. Click the **Reinstall** tab.
7. If there is a Find More button at the bottom of the window, complete the list of available device drivers by clicking **Find More** and following the on-screen instructions.
8. Click **Automatic Installation**, then select multiple device drivers to reinstall.

   - OR -

   Click **Manual Installation**, then select a single device driver to reinstall.
9. Click **Install**.
10. Follow any additional on-screen instructions. Depending on the device driver you are reinstalling, you may only need to restart your computer to complete the installation. However, if a setup wizard opens when you restart your computer, follow the on-screen instructions.

Updating device drivers

The *System Restoration Kit* contains a device driver update utility that works over the Internet. If you do not have an Internet Service Provider, the update utility works by direct dialing the device driver update service.

Help and Support

For more information on updating device drivers, click **Start**, then select **Help and Support**.

Important

If your system came equipped with a wireless device, only use the drivers approved for the country the device will be used in. See the Gateway *System Restoration Kit* or the Gateway Technical Support Web site.

If your system came equipped with an internal embedded wireless device, see “Safety, Regulatory, and Legal Information” on page 221 for general wireless regulatory and safety guidelines. To find out if your system has an internal wireless device, check the label (see “Identifying your model” on page 9).

To update device drivers:

1. Place *Disc 1* of the *System Restoration Kit* into your CD/DVD drive. The System Restoration Kit program starts. Go to Step 5.

   - OR -

   If the program does not start automatically, go to Step 2.

2. Click **Start**, then select **Run**. The Run dialog box opens.
3. In the **Open** text box, type **D:\RUNMENU.EXE** (where D is the drive letter of your CD/DVD drive).
4. Click **OK**. The System Restoration Kit program starts.
5. If the Welcome to the System Restoration Kit window opens, close it by clicking **OK**.
6. Click the **Update** tab.

7 Click **Check Now**. The Connect window opens.

8 Install available updated device drivers by following the on-screen instructions. Depending on the device driver you are updating, you may only need to restart your computer to complete the installation. However, if a setup wizard opens when you restart your computer, follow the on-screen instructions.

Reinstalling Windows

If your computer is not working properly, try the following options to correct the problem:

- Reinstalling device drivers. For more information, see “Reinstalling device drivers” on page 189.
- Troubleshooting. For more information, see “Troubleshooting” on page 197.

If the options above do not correct the problem, you can use the *System Restoration Kit* to reinstall Windows and other software.

Reinstalling Windows

The *System Restoration Kit* steps you through reinstalling Windows. The *System Restoration Kit* automatically reinstalls the hardware device drivers and some programs as well.

Help and Support

For more information on reinstalling Windows, click **Start**, then select **Help and Support**.

To reinstall Windows and the device drivers:

1. Place *Disc 2* of the *System Restoration Kit* in the CD/DVD drive. If you have an additional recordable/rewritable CD drive, make sure you do not put the *System Restoration CD* in it.
2. Restart the computer.
3. Follow the on-screen instructions.

Reinstalling programs

If you have problems running a program or if you have reinstalled your operating system, you can reinstall programs from the *System Restoration Kit* and the program CDs. Follow the installation instructions on each CD.

Help and Support

For more information on reinstalling programs, click **Start**, then select **Help and Support**.

To reinstall a program from the System Restoration Kit:

1. Place *Disc 1* of the *System Restoration Kit* into your CD/DVD drive. The System Restoration Kit program starts. Go to Step 5.

   - OR -

   If the program does not start automatically, go to Step 2.

2. Click **Start**, then select **Run**. The Run dialog box opens.
3. In the **Open** text box, type **D:\RUNMENU.EXE** (where D is the drive letter of your CD/DVD drive).
4. Click **OK**. The System Restoration Kit program starts.
5. If the Welcome to the System Restoration Kit window opens, close it by clicking **OK**.
6. Click the **Reinstall** tab.
7. If there is a Find More button at the bottom of the window, complete the list of available programs by clicking **Find More** and following the on-screen instructions.
8. Click **Automatic Installation**, then select multiple programs to reinstall.

   - OR -

   Click **Manual Installation**, then select a single program to reinstall.

9 Click **Install**.

10 Follow any additional on-screen instructions. Depending on the program you are reinstalling, you may only need to restart your computer to complete the installation. However, if a setup wizard opens when you restart your computer, follow the on-screen instructions.

To reinstall a program from a CD:

1 Place the program CD in your CD/DVD drive.

2 Complete the program reinstallation by following the instructions included with the program CD.

16 Troubleshooting

This chapter provides some solutions to common computer problems. Use the information to troubleshoot and correct typical hardware and software issues.

This chapter also includes information about:

- Telephone support
- Automated troubleshooting systems
- Tutoring and training

If the suggestions in this chapter do not correct the problem, see “Getting Help” on page 31 for more information about how to get help.

Help and Support

For more information on troubleshooting, click **Start**, then select **Help and Support**.

Safety guidelines

While troubleshooting your computer, follow these safety guidelines:

- Never remove the hard drive or memory bay cover while your computer is turned on, while the battery is installed, and while the modem cable and AC power adapter are connected.
- Make sure you are correctly grounded before accessing internal components. For more information about preventing damage from static electricity, see “Preventing static electricity discharge” on page 124.

Troubleshooting

First steps

If you have problems with your computer, try these things first:

- Make sure that the AC power adapter is connected to your computer and an AC outlet and that the AC outlet is supplying power.
- If you use a power strip or surge protector, make sure it is turned on.
- If a peripheral device (such as a keyboard or mouse) does not work, make sure that all connections are secure.
- Make sure that your hard drive is not full.
- If an error message appears on the screen, write down the exact message. The message may help Gateway Technical Support in diagnosing and fixing the problem.
- If you added or removed peripheral devices, review the installation procedures you performed and make sure you followed each instruction.
- If an error occurs in a program, consult the program's printed documentation or the online help.

Important

Do not try to troubleshoot your problem if power cords or plugs are damaged, if your computer was dropped, or if the cabinet was damaged. Instead, unplug your computer and contact a qualified computer technician.

Help and Support

For more information on troubleshooting, click **Start**, then select **Help and Support**.

Software support tools

Your system *may* include the following support tool to help you diagnose and fix problems:

- *PC Doctor* is a comprehensive hardware diagnostic and system information tool that can test your computer and determine its configuration. PC Doctor provides 85 professional diagnostic tests directly from your computer.

This support tool is available from HelpSpot or by clicking **Start**, then selecting **All Programs**, then **Gateway Utilities**.

Help and Support

For more information on PC Doctor, click **Start**, then select **Help and Support**.

CD/DVD drive

The computer does not recognize a disc or the CD/DVD drive

- The disc may not be correctly seated in the tray. When you place a disc on the tray, make sure that you press the disc firmly onto the spindle so that the retainers hold the disc in place.
- Make sure the disc label is facing up.
- Try a different disc. Occasionally discs are flawed and cannot be read by the drive.
- Clean the disc. For more information, see “To clean a CD or DVD:” on page 202.
- Your computer may be experiencing some temporary memory problems. Shut down and restart your computer.

An audio CD does not produce sound

- Make sure the CD label is facing up.
- Make sure the volume controls are turned up. For more information, see “Adjusting the volume” on page 70 and “Listening to CDs” on page 73.
- Make sure mute controls are turned off.

To make sure mute is turned off:

1. Click **Start**, then select **Control Panel**.
2. Click **Sounds, Speech, and Audio Devices**, then click **Adjust the system volume**. Make sure that the Mute check box is not selected. For more information about the mute setting, see “Adjusting the volume” on page 70.

- Clean the CD. For more information, see “To clean a CD or DVD:” on page 202.
- Your computer may be experiencing some temporary memory problems. Shut down and restart your computer.
- Reinstall the audio device drivers. For more information, see “Reinstalling device drivers” on page 189.

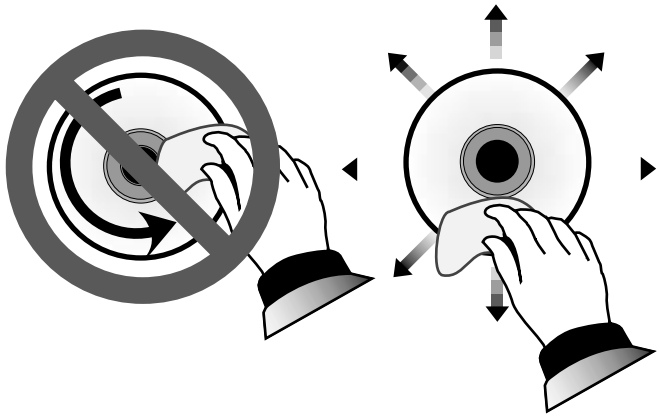
A DVD movie will not play

- Make sure the label is facing up.
- Shut down and restart your computer.
- The DVD's regional code and your computer's regional code may not match. *Regional codes* help control DVD title exports and help reduce illegal disc distribution. To be able to play a DVD, the regional code on the disc and the regional code for the DVD drive must match.

  The regional code on your DVD drive is determined by delivery address for your computer. The regional code for the disc is on the disc, disc documentation, or packaging.

To clean a CD or DVD:

- Wipe from the center to the edge, not around in a circle, using a product made especially for the purpose.



Device installation

You have computer problems after adding a new device

Sometimes a new device, such as a PC Card, can cause a system resource (IRQ) conflict. Check IRQ usage to determine if there is an IRQ conflict.

To check IRQ usage:

1. Click **Start**, then select **Control Panel**, then **Performance and Maintenance**.
2. Click **System**, click the **Hardware** tab, then click **Device Manager**. The Device Manager opens.
3. Click **View**, select **Resources by type**, then double-click **Interrupt request (IRQ)**. All IRQs and their hardware assignments are displayed.

To free IRQ resources for the new device:

1. In the Device Manager, check the device list for a resource conflict. A resource conflict appears as a black exclamation point in a yellow circle.
2. Remove the device you are trying to install, then determine which one of the existing devices or ports you can disable.
3. Right-click the device or port you want to disable, then select **Disable**. The device or port is disabled.

Diskette drive

The diskette drive is not recognized

- Shut down and restart your computer.

You receive a “Access Denied” or “Write protect” error message

- Move the write-protection tab in the upper-right corner of the diskette down (unprotected).
- The diskette may be full. Delete unnecessary files on the diskette and try again.

- Not all diskettes are IBM-compatible. Make sure the diskette you are using is IBM-compatible.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.

You receive a "Disk is full" error message

- Delete unnecessary files on the diskette.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.
- Run Error-checking on the diskette. For more information, see "Checking the hard drive for errors" on page 181. If errors are detected and corrected, try using the diskette again.

You receive a "Non-system disk" or "Disk error" error message

- Eject the diskette from the diskette drive, then press ENTER.
- Make sure the diskette you are using is IBM-compatible.

The indicator on the diskette drive is lit continuously

- Remove the diskette from the drive. If the indicator stays on, try restarting your computer.

Error-checking

When you started your computer, it ran Error-checking

The computer probably had its power interrupted or was incorrectly shut down. Windows automatically runs Error-checking at startup when the computer was incorrectly shut down.

Error-checking fixes errors on the hard drive to minimize data loss. To prevent Error-checking from running when you start your computer, make sure you always shut down by selecting **Turn Off Computer** from the **Start** menu.

File management

A file was accidentally deleted

To restore deleted files:

1. Double-click the **Recycle Bin** icon.
2. Right-click the file you want to restore, then select **Restore**. The file is restored to the place where it was originally deleted from.

   If the Recycle Bin was emptied before you tried to restore a file, the file cannot be recovered.

Hard drive

You receive an "Insufficient disk space" error message

- Delete unnecessary files from the hard drive using Disk Cleanup. For more information, see "Using Disk Cleanup" on page 180.
- Empty the Recycle Bin by right-clicking the **Recycle Bin** icon and selecting **Empty Recycle Bin** from the pop-up menu.

Caution

All deleted files will be lost when you empty the Recycle Bin.

- If possible, save your files to a diskette or another drive.
- If the hard drive is full, copy any files not regularly used to diskettes or other backup media, then delete them from the hard drive.

You receive a "Data error" message

- This may be the result of a defective area on the hard drive. To fix hard drive problems, run the Error-checking program. For more information, see "Checking the hard drive for errors" on page 181.

The hard drive cannot be accessed, or you receive a "General failure reading drive C" error message

- If a diskette is in the diskette drive, eject it and restart the computer.
- Make sure that the hard drive is correctly installed. Remove it, firmly reinsert it, then restart your computer. For more information, see "Replacing the hard drive" on page 129.
- If your computer has been subjected to static electricity or physical shock, you may need to reinstall the operating system.

Internet

You cannot connect to the Internet

- Make sure your computer is connected to the telephone line and the telephone line has a dial tone. See "Connecting the modem" on page 28 to make sure that the connections have been made correctly.
- If you have the call waiting feature on your telephone line, make sure it is disabled.
- Make sure your account with your Internet Service Provider (ISP) is set up correctly. Contact your ISP technical support for help.
- Make sure you do not have a problem with your modem. For information about solving modem problems, see "Modem" on page 208.

You receive an "Unable to locate host" message and are unable to browse the Internet

This problem can occur when you have typed a URL (Web address) incorrectly, you have lost your Internet connection, or your ISP is having technical difficulties.

- Double-check the URL or try a different URL.
- If the error message still appears, disconnect from the ISP connection and close your browser, then reconnect and open the browser. If you still get the error, your ISP may be having technical difficulties.

Connecting to a Web site takes too long

Many factors can affect Internet performance:

- The condition of the telephone lines in your residence or at your local telephone company
- The condition of the Internet computers to which you connect and the number of users accessing those computers
- The complexity of graphics and multimedia on Web pages
- Having multiple Web browsers open, performing multiple downloads, and having multiple programs open on your computer

People are sending you e-mail messages, but you have not received any mail

- Click the receive button in your e-mail program.
- Make sure your account with your Internet Service Provider (ISP) is set up correctly. Contact your ISP technical support for help.

Keyboard

The external keyboard does not work

- Make sure the keyboard cable is plugged in correctly.
- Try a keyboard that you know works to make sure the keyboard port works.
- If you spilled liquid in the keyboard, turn off the computer and unplug the keyboard. Clean the keyboard and turn it upside down to drain it. Let the keyboard dry before using it again.

A keyboard character keeps repeating or you receive a “Keyboard stuck” or “Key failure” error message

- Make sure that nothing is resting on the keyboard.
- Make sure a key is not stuck. Press each key to loosen a key that might be stuck, then restart the computer.

LCD panel

The screen resolution is not correct

- Change the screen resolution and color depth from the Display Properties dialog box. For more information, see “Adjusting the color depth” on page 110 and “Adjusting the screen resolution” on page 111.

The text on the display is dim or difficult to read

- Move the computer away from sources of electrical interference such as televisions, unshielded speakers, microwaves, fluorescent lights, and metal beams or shelves.
- Change the display settings. For more information, see “Adjusting the screen and desktop settings” on page 110.

Memory

You receive a “Memory error” message

- Make sure the memory modules are inserted correctly in the memory bay slot. For more information, see “Installing memory” on page 125.
- Use diagnostic programs to help determine if a memory module is failing. For more information, see “Installing memory” on page 125.

You receive a “Not enough memory” error message

- Close all programs, then restart the computer.

Modem

Your modem does not dial or does not connect

- Make sure your computer is connected to the telephone line and the telephone line has a dial tone. See “Connecting the modem” on page 28 to make sure that the connections have been made correctly.
- Make sure that the modem cable is less than 6 feet (1.8 meters) long.
- Remove any line splitters or surge protectors from your telephone line, then check for a dial tone by plugging a working telephone into the telephone wall jack.

- If you have additional telephone services such as call waiting, call messaging, or voice mail, make sure that all messages are cleared and call waiting is disabled before using the modem. Contact your telephone service to get the correct code to temporarily disable the service. Also make sure the modem dialing properties are set appropriately.

To check the dialing properties:

1. Click **Start**, then select **Control Panel**. If you do not see the **Phone and Modem Options** icon, click **Switch to Classic View**.
2. Click/double-click the **Phone and Modem Options** icon, then click the **Dialing Rules** tab.
3. Select the location from which you are dialing, then click **Edit**.
4. Make sure all settings are correct.

- Disconnect any answering machine, fax machine, or printer that is on the same line as the modem. You should not have these devices plugged into the same telephone line as the modem.
- Make sure that you are not using a digital, rollover, or PBX line. These lines do not work with your modem.
- Check for line noise (scratchy, crackling, or popping sounds). Line noise is a common problem that can cause the modem to connect at a slower rate, abort downloads, or even disconnect. The faster the modem, the less line noise it can tolerate and still work correctly.
- Listen to the line using your telephone. Dial a single number (such as 1). When the dial tone stops, listen for line noise. Wiggle the modem cable to see if that makes a difference. Make sure the connectors are free from corrosion and all screws in the wall or telephone wall jack are secure.
- You can also call your telephone service and have them check the telephone line for noise or low line levels.
- Try another telephone line (either a different telephone number in your house or a telephone line at a different location). If you can connect on this line, call your telephone company.
- Try connecting with the modem at a lower connection speed. If reducing the connect speed lets you connect, contact your telephone company. The telephone line may be too noisy.

You cannot connect to the Internet

- The ISP may be having technical difficulties. Contact your ISP technical support for help.
- See if the modem works with a different communications program. The problem may be with just one program.

Your 56K modem does not connect at 56K

Current FCC regulations restrict actual data transfer rates over public telephone lines to 53K. Other factors, such as line noise, telephone service provider equipment, or ISP limitations, may lower the speed even further.

If your system has a v.90 modem, the speed at which you can upload (send) data is limited to 33.6K. If your system has a v.92 modem, the speed at which you can upload data is limited to 48K. Your ISP may not support 48K uploads.

You can check modem connection speeds and dial-up network (DUN) connections by accessing the *gateway.your.way dial-up server*. The server also contains drivers, patches, and updates for current Gateway hardware and software.

The server provides a secure connection and is a stand-alone server. You cannot use it to access the Internet. The server cannot be accessed Mondays from 8:00 a.m. to 12:00 p.m. CST.

To access the gateway.your.way dial-up server:

1. Insert *Disc 1* of the *System Restoration Kit*.
2. Select **Help**.
3. Click **Support Web Site**, then follow the on-screen instructions.
4. To check your modem connection speed, select the **Direct Dial** option. After your modem connects, move the mouse cursor over the **Dial-Up Networking** icon (located next to the clock on your Taskbar), your modem connection speed appears.

Your fax communications program only sends and receives faxes at 14,400 bps when you have a 56K modem

Current fax technology only supports a maximum send and receive rate of 14,400 bps.

The modem is not recognized by the computer

- Make sure the line connected to the modem is working and plugged into the appropriate port on the modem. See “Connecting the modem” on page 28 to make sure that the connections have been made correctly.
- If the modem shares the telephone line with another device, make sure the telephone line is not in use (for example, someone is on the telephone, or another modem is in use).
- Use the modem cable that came with your computer. Some telephone cables do not meet required cable standards and may cause problems with the modem connection.
- Shut down and restart your computer.
- Run Windows modem diagnostics.

To run modem diagnostics:

1. Close all open programs.
2. Click **Start**, then select **Control Panel**. If you do not see the **Phone and Modem Options** icon, click **Switch to Classic View.**
3. Click/double-click the **Phone and Modem Options** icon, then click the **Modems** tab.
4. Click to select your modem, then click **Properties**. The Modem Properties window opens.
5. Click the **Diagnostic** tab, then **Query Modem**. If information about the modem appears, the modem passed diagnostics. If no modem information is available, a white screen appears with no data, or if you get an error such as “port already open” or “the modem has failed to respond,” the modem did not pass diagnostics.

The modem is noisy when it dials and connects

When your modem tries to connect to another modem, it begins *handshaking*. Handshaking is a digital "getting acquainted" conversation between the two modems that establishes connection speeds and communication protocols. You may hear unusual handshaking sounds when the modems first connect. If the handshaking sounds are too loud, you can turn down the modem volume.

To turn down the modem volume:

1. Click **Start**, then select **Control Panel**. If you do not see the **Phone and Modem Options** icon, click **Switch to Classic View**.
2. Click/double-click the **Phone and Modem Options** icon, then click the **Modems** tab.
3. Select the modem you want to adjust, then click **Properties**.
4. Click the **Modem** tab, then adjust the **Speaker volume** control.
5. Exit Phone and Modem Options by clicking **OK** twice.

Mouse

The external mouse does not work

- Make sure that the mouse cable is plugged in correctly.
- Try a mouse you know is working to make sure the mouse port works.
- Shut down and restart your computer.

The external mouse works erratically

- Clean the mouse. For more information, see "Cleaning the mouse" on page 187.

Networks

You cannot connect to your company network

- Every network is unique. Contact your company computer department or network administrator for help.
- If your system came equipped with an internal wireless device, do not operate the wireless device unless the system is fully assembled.

Passwords

The computer does not accept your password

- Make sure that CAPS LOCK and PAD LOCK are turned off, then retype the password.

You forgot your startup password

- The password feature (which is set in the BIOS Setup utility) is very secure, with no easy way to recover a forgotten password. You must return your computer for repair. Call Gateway Technical Support for instructions.

PC Cards

You installed a PC Card and now your computer is having problems

- Make sure you have correctly installed required software for the PC Card. For more information, see your PC Card's documentation.
- Make sure that the PC Card you installed is not causing a system resource conflict. For more information on resource conflicts, see "Device installation" on page 203.

Power

Your computer is not working on AC power

- Make sure your AC power adapter is connected correctly to your computer. For more information, see “Connecting the AC adapter” on page 12.
- If your system is plugged into a surge protector, make sure the surge protector is securely connected to an electrical outlet, switched on, and working correctly. To test the outlet, plug a working device, such as a lamp, into the outlet and turn it on.
- Make sure the AC power adapter cables are free from cuts or damage. Replace any damaged cables.

Your computer is not working on battery power

- Make sure the battery is installed correctly. For more information, see “Changing batteries” on page 96.
- Make sure the battery is fully recharged. For more information, see “Recharging the battery” on page 94.
- Make sure the battery is calibrated correctly. For more information, see “Recalibrating the battery” on page 95.

Printer

The printer will not turn on

- Make sure the power cable is plugged into an AC power source.

The printer is on but will not print

- Check the cable between the printer and the computer. Make sure it is connected to the proper port.
- Most printers have an online/offline button that you may need to press so the printer can start printing. Press the button to put the printer online.
- Check the connector and cable for bent or broken pins.
- Reinstall the printer driver. Use the manual that came with your printer for instructions on installing the printer driver.

- If the printer you want to print to is not the default printer, make sure you have selected it in the printer setup.

To set a default printer:

1. Click **Start**, then select **Control Panel**. If you do not see the **Printers and Faxes** icon, click **Switch to Classic View**.
2. Click/double-click the **Printers and Faxes** icon. The Printers and Faxes window opens.
3. Right-click the name of the printer you want to be the default printer, then select **Set as Default Printer**.

You receive a "Printer queue is full" error message

- Make sure the printer is not set to work offline.

To make sure the printer is not set to work offline:

1. Click **Start**, then select **Control Panel**. If you do not see the **Printers and Faxes** icon, click **Switch to Classic View**.
2. Click/double-click the **Printers and Faxes** icon. The Printers and Faxes window opens.
3. Double-click the icon for the printer you want to use.
4. Select **Printer**. If there is a **Use Printer Offline** option on the menu, click it to clear the check mark.

   - OR -

   Select **Printer**. If there is a **Connect** option on the menu, click it to connect to the printer.

- Wait until files have been printed before sending additional files to the printer.
- If you print large files or many files at one time, you may want to add additional memory to the printer. Consult the printer documentation for instructions for adding additional memory.

You receive a "Printer is out of paper" error message

- After adding paper, make sure the printer is online. Most printers have an online/offline button that you need to press after adding paper.

Sound

You are not getting sound from the speakers

- Make sure the Windows volume control is turned up. For more information, see "Adjusting the volume" on page 70 and "Listening to CDs" on page 73.
- Make sure that **Mute** is not selected. For more information, see "Adjusting the volume" on page 70 and "Listening to CDs" on page 73.

Video

The external monitor is not working

- Make sure that the monitor power is turned on and that the video cable is correctly connected.

The LCD panel has pixels that are always dark or too bright

- This condition is normal and inherent in the TFT technology used in active-matrix LCD screens. Gateway's inspection standards keep these to a minimum. If you feel these pixels are unacceptably numerous or dense on your display, contact Gateway Technical Support to identify whether a repair or replacement is justified based on the number of pixels affected.

Telephone support

Before calling Gateway Technical Support

If you have a technical problem with your computer, follow these recommendations before contacting Gateway Technical Support:

- Make sure that your computer is connected correctly to a grounded AC outlet that is supplying power. If you use a power strip, make sure that it is switched on.
- If a peripheral device, such as a keyboard or mouse does not appear to work, make sure that all cables are plugged in securely.
- If you have recently installed hardware or software, make sure that you have installed it according to the instructions provided with it. If you did not purchase the hardware or software from Gateway, refer to the manufacturer documentation and technical support resources.
- If you have "how to" questions about using a program, consult:
  - Online Help
  - Printed documentation
  - The Microsoft Windows documentation
  - The software publisher's Web site
- Consult the troubleshooting section of this chapter.

Warning

To avoid bodily injury, do not attempt to troubleshoot your computer problem if:

- Power cords or plugs are damaged
- Liquid has been spilled into your computer
- Your computer was dropped
- The cabinet was damaged

Instead, unplug your computer and contact a qualified computer technician.

- Have your customer ID, serial number, and order number available, along with a detailed description of your issue, including the exact text of any error messages, and the steps you have taken.
- Make sure that the computer is nearby at the time of your call. The technician may have you follow appropriate troubleshooting steps while on the line.

Telephone numbers

You can access the following services through your telephone to get answers to your questions:

Resource	Service description	How to reach
Automated troubleshooting system (ATS)	Use an automated menu system and your telephone keypad to find answers to common problems.	800-846-2118 (US) 877-709-2945 (Canada)
Fax on demand support	Order a catalog of documents on common problems, then order documents by document numbers. The documents will be faxed to you.	800-846-4526 (US) 877-709-2951 (Canada)
Gateway's fee-based software tutorial service	Get tutorial assistance for software issues billed by the minute.	800-229-1103 (charged to your credit card) 900-555-4695 (charged to your telephone bill)
Gateway Technical Support	Talk to a Gateway Technical Support representative about a non-tutorial technical support question. (Refer to "Before calling Gateway Technical Support" on page 217 before calling.) TDD Technical Support (for hearing impaired) is available: Weekdays 6:00 a.m. - 8:00 p.m. Central Time Weekends 6:00 a.m. - 5:00 p.m. Central Time	800-846-2301 (US) 800-846-3609 (Canada and Puerto Rico) 605-232-2191 (all other countries) 800-846-1778 (TDD)
America Online	Get support for your America Online ISP account	800-827-6364 (US) 888-265-4357 (Canada)
CompuServe	Get support for your CompuServe ISP account	800-848-8990 (US)
Sales, accounting, and warranty	Get information about available systems, pricing orders, billing statements, warranty service, or other non-technical issues.	800-846-2000 (US) 888-888-2037 (Canada)

Tutoring and training

Gateway's Technical Support professionals cannot provide hardware and software training or tutorial services. Instead, Gateway recommends the following tutoring and training resources.

Self-help

If you have *how-to* questions about using your Gateway-supplied hardware or software, consult the following resources:

- The printed or online manual that came with your hardware or software. In many cases, additional product information and online manuals for Gateway-supplied hardware can be found in our Web site's Documentation Library
- This user's guide
- The software publisher's Web site

Tutoring

For help on using hardware or software that came with your Gateway computer, contact Gateway's fee-based tutorial hotline:

- 800-229-1103 (rate charged per minute; charged to a major credit card)
- 900-555-4695 (rate charged per minute; charged to your telephone bill)

Training

Gateway provides the following in-person and computerized training:

Resource	Service description	For more information
In-Store Training at Gateway Country stores	Our friendly and knowledgeable software trainers can teach you how to use the Internet and the most popular software programs, including Microsoft Word, Excel, and PowerPoint.	www.gateway.com/country
Gateway CD Learning Libraries	A variety of courses and tutorials are available on CD. Select from several easy-to-use learning libraries.	www.gateway.com/training
Online Training from Learn@Gateway	More than 450 online courses are available from Learn@Gateway. All you have to do is go online and log in. You select the subject matter, and the learning format (self-paced tutorials or virtual classrooms), all from the comfort of your computer.	www.learnatgateway.com/

Safety, Regulatory, and Legal Information

A

Important safety information

Your Gateway system is designed and tested to meet the latest standards for safety of information technology equipment. However, to ensure safe use of this product, it is important that the safety instructions marked on the product and in the documentation are followed.

Warning

Always follow these instructions to help guard against personal injury and damage to your Gateway system.

Setting up your system

- Read and follow all instructions marked on the product and in the documentation before you operate your system. Retain all safety and operating instructions for future use.
- Do not use this product near water or a heat source such as a radiator.
- Set up the system on a stable work surface.
- The product should be operated only from the type of power source indicated on the rating label.
- If your computer has a voltage selector switch, make sure that the switch is in the proper position for your area. The voltage selector switch is set at the factory to the correct voltage.
- Openings in the computer case are provided for ventilation. Do not block or cover these openings. Make sure you provide adequate space, at least 6 inches (15 cm), around the system for ventilation when you set up your work area. Never insert objects of any kind into the computer ventilation openings.

- Some products are equipped with a three-wire power cord to make sure that the product is properly grounded when in use. The plug on this cord will fit only into a grounding-type outlet. This is a safety feature. If you are unable to insert the plug into an outlet, contact an electrician to install the appropriate outlet.
- If you use an extension cord with this system, make sure that the total ampere rating on the products plugged into the extension cord does not exceed the extension cord ampere rating.
- If your system is fitted with a TV Tuner, cable, or satellite receiver card, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and buildup of static charges.

Care during use

- Do not walk on the power cord or allow anything to rest on it.
- Do not spill anything on the system. The best way to avoid spills is to avoid eating and drinking near your system.
- Some products have a replaceable CMOS battery on the system board. There is a danger of explosion if the CMOS battery is replaced incorrectly. Replace the battery with the same or equivalent type recommended by the manufacturer. Dispose of batteries according to the manufacturer's instructions.
- When the computer is turned off, a small amount of electrical current still flows through the computer. To avoid electrical shock, always unplug all power cables and modem cables from the wall outlets before cleaning the system.
- Unplug the system from the wall outlet and refer servicing to qualified personnel if:
  - The power cord or plug is damaged.
  - Liquid has been spilled into the system.
  - The system does not operate properly when the operating instructions are followed.
  - The system was dropped or the cabinet is damaged.
  - The system performance changes.

Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

Important

Do not use Gateway products in areas classified as hazardous locations. Such areas include patient care areas of medical and dental facilities, oxygen-laden environments, or industrial facilities.

Caution

To reduce the risk of fire, use only No. 26 AWG or larger telecommunications line cord.

Regulatory compliance statements

Wireless Guidance

Low power, Radio LAN type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz Band, may be present (embedded) in your notebook system. The following section is a general overview of considerations while operating a wireless device.

Additional limitations, cautions, and concerns for specific countries are listed in the specific country sections (or country group sections). The wireless devices in your system are only qualified for use in the countries identified by the Radio Approval Marks on the system rating label. If the country you will be using the wireless device in, is not listed, please contact your local Radio Approval agency for requirements. Wireless devices are closely regulated and use may not be allowed.

The power output of the wireless device or devices that may be embedded in your notebook is well below the RF exposure limits as known at this time. Because the wireless devices (which may be embedded into your notebook) emit less energy than is allowed in radio frequency safety standards and recommendations, Gateway believes these devices are safe for use. Regardless of the power levels, care should be taken to minimize human contact during normal operation.

As a general guideline, a separation of 20 cm (8 inches) between the wireless device and the body, for use of a wireless device near the body (this does not include extremities) is typical. This device should be used more than 20 cm (8 inches) from the body when wireless devices are on and transmitting.

Some circumstances require restrictions on wireless devices. Examples of common restrictions are listed below:

Warning

Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. 802.11B (also known as wireless Ethernet or Wifi) and Bluetooth communication devices are examples of devices that provide wireless communication.

Warning

In environments where the risk of interference to other devices or services is harmful or perceived as harmful, the option to use a wireless device may be restricted or eliminated. Airports, Hospitals, and Oxygen or flammable gas laden atmospheres are limited examples where use of wireless devices may be restricted or eliminated. When in environments where you are uncertain of the sanction to use wireless devices, ask the applicable authority for authorization prior to use or turning on the wireless device.

Warning

Every country has different restrictions on the use of wireless devices. Since your system is equipped with a wireless device, when traveling between countries with your system, check with the local Radio Approval authorities prior to any move or trip for any restrictions on the use of a wireless device in the destination country.

Warning

If your system came equipped with an internal embedded wireless device, do not operate the wireless device unless all covers and shields are in place and the system is fully assembled.

Warning

Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Please contact Gateway for service.

Warning

Only use drivers approved for the country in which the device will be used. See the Gateway System Restoration Kit, or contact Gateway Technical Support for additional information.

United States of America

Federal Communications Commission (FCC)
Intentional emitter per FCC Part 15

Low power, Radio LAN type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz Band, may be present (embedded) in your notebook system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in the United States of America if an FCC ID number is on the system label.

The FCC has set a general guideline of 20 cm (8 inches) separation between the device and the body, for use of a wireless device near the body (this does not include extremities). This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices), which may be embedded in your notebook, is well below the RF exposure limits as set by the FCC.

Operation of this device is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Warning

Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Contact Gateway for service.

Unintentional emitter per FCC Part 15

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.

Compliance Accessories: The accessories associated with this equipment are: shielded video cable when an external monitor is connected. These accessories are required to be used in order to ensure compliance with FCC rules.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC declaration of conformity

Responsible party:

Gateway Companies, Inc.
610 Gateway Drive, North Sioux City, SD 57049
(605) 232-2000 Fax: (605) 232-2023

Product:

- Solo 1400

This device complies with Part 15 of the FCC Rules. Operation of this product is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution

Changes or modifications not expressly approved by Gateway could void the FCC compliance and negate your authority to operate the product.

Telecommunications per FCC part 68 (applicable to products fitted with USA modems)

Your modem complies with Part 68 of the Federal Communications Commission (FCC) rules. On the computer or modem card is a label that contains the FCC registration number and Ringer Equivalence Number (REN) for this device. If requested, this information must be provided to the telephone company.

An FCC-compliant telephone line cord with a modular plug is required for use with this device. The modem is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68-compliant. See installation instructions for details.

The Ringer Equivalence Number (REN) is used to determine the number of devices which may be connected to the telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

If this device causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. The telephone company may request that you disconnect the equipment until the problem is resolved.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of this equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

This equipment cannot be used on telephone company-provided coin service. Connection to party line service is subject to state tariffs. Contact the state public utility commission or public service commission for information.

When programming or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform such activities in the off-peak hours such as early morning or late evenings.

The United States Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone fax machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, an identification of the business, other entity, or other individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual. Refer to your fax communication software documentation for details on how to comply with the fax-branding requirement.

Canada

Industry Canada (IC)
Intentional emitter per RSS 210

Low power, Radio LAN type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz Band, may be present (embedded) in your notebook system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in Canada if an Industry Canada ID number is on the system label.

As a general guideline, a separation of 20 cm (8 inches) between the wireless device and the body, for use of a wireless device near the body (this does not include extremities) is typical. This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices), which may be embedded in your notebook, is well below the RF exposure limits as set by Industry Canada.

Operation of this device is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Warning

To prevent radio interference to licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

Warning

Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Contact Gateway for service.

Unintentional emitter per ICES-003

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

Telecommunications per DOC notice (for products fitted with an IC-compliant modem)

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operation, and safety requirements. The Department does not guarantee the equipment will operate to the users' satisfaction.

Before installing this equipment, users should make sure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the inside wiring associated with a single-line individual service may be extended by means of a certified connector assembly. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should make sure, for their own protection, that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Warning

To avoid electrical shock or equipment malfunction do not attempt to make electrical ground connections by yourself. Contact the appropriate inspection authority or an electrician, as appropriate.

The **Ringer Equivalence Number** (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

Mexico

Intentional emitter

Low power, Radio LAN type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz Band, may be present (embedded) in your notebook system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in Mexico if a SCT ID is on the system label.

As a general guideline, a separation of 20 cm (8 inches) between the wireless device and the body, for use of a wireless device near the body (this does not include extremities) is typical. This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices), which may be embedded in your notebook, is well below the RF exposure limits as set by SCT.

Unintentional emitter

At this time there are no mandatory requirements for Unintentional Emitters. However, this device does comply with multiple requirements for other countries and regions as listed on the system label and in the users manual.

European Union

The following information is only applicable to systems labeled with the CE mark CE.

European directives

This Information Technology Equipment has been tested and found to comply with the following European directives:

- EMC Directive 89/336/EEC with amending directives 92/31/EEC & 93/68/EEC as per
  - EN 55022 Class B
  - EN 61000-3-2
  - EN 61000-3-3
  - EN 55024
- Low Voltage Directive (Safety) 73/23/EEC as per EN 60950(A1/A2/A3/A4/A11)
- Radio and Telecom Terminal Equipment Directive 199/5/EC as per
  - CTR21 (if fitted with a modem device)
  - ETS 300 328-2 (if fitted with a 2.4 GHz band embedded wireless device)
  - ETS 301 489-1 (if fitted with a 2.4 GHz band embedded wireless device)
  - ETS 301 489-17 (if fitted with a 2.4 GHz band embedded wireless device)

European radio approval information (for products fitted with EU-approved radio devices)

This Product is a Notebook computer; low power, Radio LAN type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band, may be present (embedded) in your notebook system which is intended for home or office use. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in the European Union or associated areas if a CE mark CE with a Notified Body Registration Number and the Alert Symbol is on the system label.

The power output of the wireless device or devices that may be embedded in you notebook is well below the RF exposure limits as set by the European Commission through the R&TTE directive.

European States qualified under wireless approvals:

EU Austria, Belgium, Denmark, Finland, France (with frequency restrictions), Germany, Greece, Ireland, Italy, Luxembourg, The Netherlands, Portugal, Spain, Sweden and the United Kingdom.

Accept EU Iceland, Liechtenstein, Norway and Switzerland

European States with restrictions on use:

EU In France, the frequency range is restricted to 2446-2483.5 MHz for devices above 10 mW transmitting power such as wireless LAN.

Accept EU No limitations at this time.

European telecommunication information (for products fitted with EU-approved modems)

Marking by the symbol CE indicates compliance of this equipment to the Radio and Telecom Terminal Equipment Directive 1999/5/EC. Such marking is indicative that this equipment meets or exceeds the following technical standards:

CTR 21 – Attachment requirements for pan-European approval for connection to the analogue Public Switched Telephone Networks (PSTNs) of TE (excluding TE supporting voice telephony services) in which network addressing, if provided, is by means of Dual Tone Multi-Frequency (DTMF) signaling.

Warning

Although this equipment can use either loop disconnect (pulse) or DTMF (tone) signaling, only the performance of the DTMF signaling is subject to regulatory requirements for correct operation. It is therefore strongly recommended that the equipment is set to use DTMF signaling for access to public or private emergency services. DTMF signaling also provides faster call setup.

This equipment has been approved to Council Decision 98/482/EEC—"CTR 21" for Pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN termination point. In the event of problems, you should contact Gateway Technical Support.

Japan

Wireless devices

Low power, Radio LAN type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz Band, may be present (embedded) in your notebook system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in Japan if a TELEC ID is on the system label.

Operational guidelines for 2.4 GHz band wireless equipment (if equipped)
This equipment uses the 2.4 GHz ISM frequency band. The ISM band is the industrial, scientific, and medical device band. Devices that might also use this band are microwave ovens, other LAN devices, amateur radio stations, licensed premises radio stations, and non-licensed specified low-power radio stations.

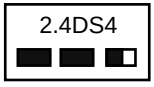
Prior to setting up your device:

1. Make sure that there are no other devices in your area using the same frequency band.
2. Change the channel, location, or discontinue device use if you are interfering with any other radio station.
3. Contact Gateway if you have any problems with this device.

この機器の使用上の注意

この機器の使用周波数は2.4GHz帯です。この周波数では電子レンジ等の産業・科学・医療用機器のほか、他の同種無線局、工場の製造ライン等で使用されている免許を要する移動体識別用の構内無線局、免許を要しない特定小電力無線局、アマチュア無線局（以下「他の無線局」と略す）が運用されています。

1. この機器を使用する前に、近くで「他の無線局」が運用されていないことを確認して下さい。
2. 万一、この機器と「他の無線局」との間に電波干渉が発生した場合には、速やかにこの機器の運用を停止（電波の発射の停止）をして下さい。
3. 不明な点、その他お困りのことがおきたときは、この機器をお求めになった販売代理店までお問い合わせください。



この無線機器は2.4GHz帯周波数、DSSS変調方式を採用しており、与干渉距離は約40mです。

VCCI statement

This equipment is in the Class B category (Information Technology Equipment to be used in a residential area or an adjacent area thereto) and conforms to the standards set by the Voluntary Control Council for Interference by Information Technology Equipment aimed at preventing radio interference in such residential areas. When used near a radio or TV receiver, it may become the cause of radio interference. Read instructions for correct handling.

電波障害について

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

Australia and New Zealand

Wireless devices

Low power, Radio LAN type devices (radio wave (RF) wireless communication devices), operating in the 2.4 GHz Band, may be present (embedded) in your notebook system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use Australia and New Zealand if a C-tick mark and registration number is on the system label.

The power output of the wireless device or devices that may be embedded in your notebook is well below the RF exposure limits as set by the Australia Communications Authority (ACA) and Radio Spectrum management Group (RSMG).

EMI statement

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to the Australian/New Zealand standard AS/NZS 3548 set out by the Australian Communications Authority and the Radio Spectrum Management Agency.

New Zealand telecommunication statement (for products fitted with Telepermit-approved modems)

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment shall not be set up to make automatic calls to the Telecom ‘111’ Emergency Service.

Important

Under power failure conditions, this telephone may not operate. Make sure that a separate telephone, not dependent on local power, is available for emergency use.

Some parameters required for compliance with Telecom’s Telepermit requirements are dependent on the equipment (PC) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom’s specifications:

(a)There shall be no more than 10 calls to the same number within any 30-minute period for any single manual call initiation, and

(b)The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempt and the beginning of the next attempt.

The equipment shall be set to make sure that automatic calls to different numbers are spaced such that there is no less than 5 seconds between the end of one call attempt and the beginning of another.

The equipment shall be set to make sure that calls are answered between 3 and 30 seconds of receipt of ringing.

Laser safety statement

All Gateway systems equipped with CD and DVD drives comply with the appropriate safety standards, including IEC 825. The laser devices in these components are classified as "Class 1 Laser Products" under a US Department of Health and Human Services (DHHS) Radiation Performance Standard. Should the unit ever need servicing, contact an authorized service location.

Warning

Use of controls or adjustments or performance of procedures other than those specified in this manual may result in hazardous radiation exposure. To prevent exposure to laser beams, do not try to open the enclosure of a CD or DVD drive.

Notices

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4545 Town Centre Court
San Diego, CA 92121 USA

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The information in this manual has been carefully checked and is believed to be accurate. However, changes are made periodically. These changes are incorporated in newer publication editions. Gateway may improve and/or change products described in this publication at any time. Due to continuing system improvements, Gateway is not responsible for inaccurate information which may appear in this manual. For the latest product updates, consult the Gateway Web site at www.gateway.com. In no event will Gateway be liable for direct, indirect, special, exemplary, incidental, or consequential damages resulting from any defect or omission in this manual, even if advised of the possibility of such damages.

In the interest of continued product development, Gateway reserves the right to make improvements in this manual and the products it describes at any time, without notices or obligation.

Trademark Acknowledgments

1-800-GATEWAY, ActiveCPR, ALR, AnyKey, black-and-white spot design, CrystalScan, Destination, DestiVu, EZ Pad, EZ Point, Field Mouse, Gateway 2000, Gateway Country, gateway.net, Gateway stylized logo, Perfect Scholar, Solo, TelePath, Vivitron, stylized “G” design, and “You’ve got a friend in the business” slogan are registered trademarks and black-and-white spotted box logo, GATEWAY, Gateway Astro, Gateway@Work, Gateway Connected touch pad, Gateway Connected music player, Gateway Cyber:)Ware, Gateway Education:)Ware, Gateway Flex Case, Gateway Gaming:)Ware, Gateway GoBack, Gateway Gold, Gateway Learning:)Ware, Gateway Magazine, Gateway Micro Server, Gateway Money:)Ware, Gateway Music:)Ware, Gateway Networking Solutions, Gateway Online Network (O.N.) solution, Gateway Photo:)Ware, Gateway Professional PCs, Gateway Profile, Gateway Solo, green stylized GATEWAY, green stylized Gateway logo, Gateway Teacher:)Ware, Gateway Video:)Ware, HelpSpot, InforManager, Just click it!, Learn@Gateway, Kids BackPack, SERVE-TO-ORDER, Server Watchdog, SpotShop, Spotshop.com, and Your:)Ware are trademarks of Gateway, Inc. Intel, Intel Inside logo, and Pentium are registered trademarks and MMX is a trademark of Intel Corporation. Microsoft, MS, MS-DOS, and Windows are trademarks or registered trademarks of Microsoft Corporation. All other product names mentioned herein are used for identification purposes only, and may be the trademarks or registered trademarks of their respective companies.

Macrovision statement

If your computer has a DVD drive and an analog TV Out port, the following paragraph applies:

This product incorporates copyright protection technology that is protected by method claims of certain U.S. patents and other intellectual property rights owned by Macrovision Corporation and other rights owners. Use of this copyright protection technology must be authorized by Macrovision Corporation, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision Corporation. Reverse engineering or disassembly is prohibited.

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