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Checking Out Your Gateway Solo 3350

1

Tips & Tricks

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

Front

Release latch

Power
indicator
light

Battery
indicator
light

Component	Icon	Description
Release latch		Open the notebook cover by sliding the release latch to the right.
Power indicator light	⏻	Lights up when the notebook is turned on and shows notebook power status: ▪ Steady green light indicates that power is on and the notebook is in operation. ▪ Flashing green light indicates that the notebook is in standby mode. ▪ No light indicates that the notebook is off.
Battery indicator light	⊟	Indicates the battery status while the AC power adapter is plugged in: ▪ Green light indicates that the battery is fully charged. ▪ Orange light indicates that the battery is charging. ▪ Red light indicates a battery error.

Left

Ventilation fan
(do not block)

USB port

Speaker jack

Microphone jack

Component	Icon	Description
Ventilation fan		Helps cool system components. Do not block.
Microphone jack		Plug a microphone into this jack. While the external microphone is connected, the built-in microphone is disabled.
Speaker jack		Plug external speakers or headphones into this jack.
USB port		Plug a USB (Universal Serial Bus) device (such as a USB Iomega™ Zip™ drive, scanner, or camera) into this port.

Right

Kensington lock slot   Hard drive   PC Card eject button   PC Card slot
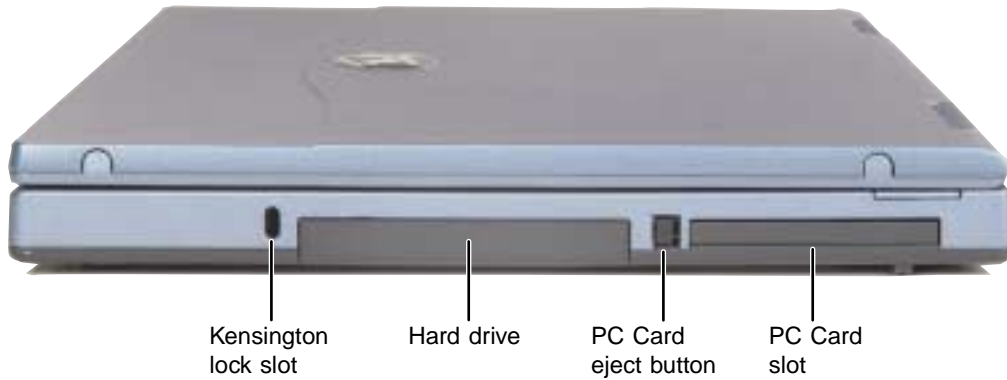
Component	Icon	Description
Kensington™ lock slot	🔒K	Secure your computer to an object by connecting a Kensington cable lock to this slot.
Hard drive		The hard drive is stored here.
PC Card eject button		Press the eject button to remove the PC Card from the PC Card slot. For more information, see "Adding PC Cards" on page 132.
PC Card slot	▭	Insert a Type I or II PC Card into this slot. For more information, see "Adding PC Cards" on page 132.

Back

Ethernet jack   Modem jack   Monitor port   Parallel port   External drive connection   Power connection   PS/2 port
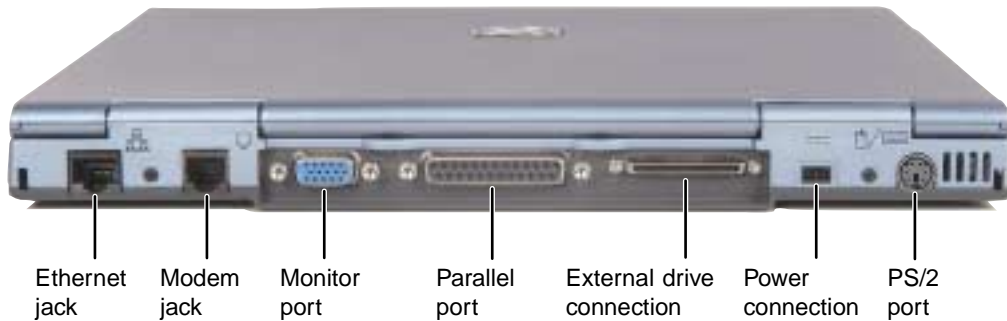
Component	Icon	Description
Ethernet jack (optional)		Plug an Ethernet 10/100 network cable into this jack.
Modem jack		Plug a modem cable into this jack.
Monitor port		Plug an external (VGA) monitor into this port.
Parallel port		Plug a parallel device (such as a printer) into this port.
External drive connection		Plug the external drive cable into this connection.
Power connection		Plug the AC power adapter cable into this connection.
PS/2 port		Plug a PS/2 (Personal System/2™) device (such as a keyboard or mouse) into this port.

Bottom

Docking port

System label

Hard drive bay

Reset hole

Speaker

Battery bay

Battery status indicator

Battery release latch
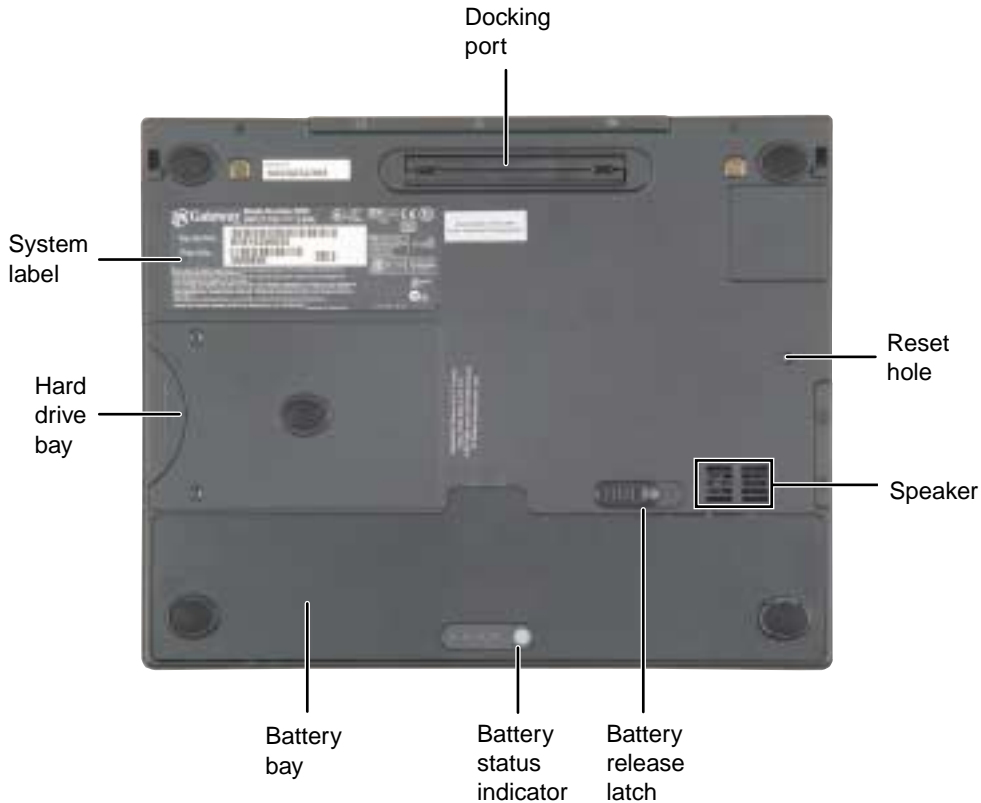
Component	Icon	Description
Docking port	💻	Connect an optional port replicator to this port. **Warning!** Power is passed through this connection. This docking connection is UL certified for use only with Solo 3350 port replicator devices.
Reset hole		If the system does not respond to input and you cannot use the shut down procedure, press a straightened paper clip into this hole to turn off the system.
Speaker		Provides audio output. The speaker is turned off while headphones are connected.

Component	Icon	Description
Battery release latch	[battery icon]	Slide to release the battery.
Battery status indicator		Press to see the charge level of the battery. A full charge is indicated by four lights.
Battery bay	[battery icon]	The notebook uses power from this battery while not connected to AC power.
Hard drive bay		The hard drive is stored here.
System label		Includes the product model number and serial number.

Indicator light panel

Power button   Hard drive   Scroll lock   Microphone

Pad lock

Caps lock
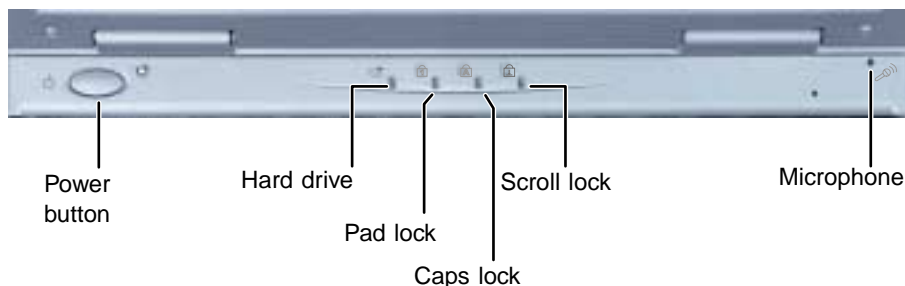
Indicator	Icon	Description
Power button		Press to turn the power on or off. You can also configure the button to operate in Standby/Resume mode or Hibernate mode. For more information on configuring the power button mode, see "Changing power modes" on page 105.
Hard drive		Turns on when the hard drive is in use.
Pad Lock		Turns on when the embedded numeric keypad is activated.
Caps Lock		Turns on when Caps Lock is activated.
Scroll Lock		Turns on when Scroll Lock is activated.
Microphone		Record audio through this microphone. The built-in microphone is turned off while an external microphone is connected.

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 drive module
Your notebook has an optional external drive bay that lets you use a removable drive such as a diskette drive or CD/DVD drive. To change drives, you need to replace the drive module in the drive bay.

Port replicator
Although you can attach external devices directly to your notebook, a port replicator lets you make all of those connections at once. When you travel with your notebook, you merely disconnect from the port replicator instead of unplugging all the external devices.

A port replicator also provides additional ports and other expansion features not included with your notebook. For more information, see "Using the Port Replicator" on page 147

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

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. For more information, see "Replacing the memory" on page 142.

Printers

You can attach almost any type of printer 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.

Getting Started

2

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 a 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.

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 information on recalibrating the battery, see "Recalibrating the battery" on page 179.

To connect the AC adapter:

1 Connect the power cord to the AC adapter, then plug it in to a wall power outlet.

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 or the notebook may be damaged.

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

The battery charging indicator light turns on. If the battery charging indicator light does not turn on, disconnect the adapter from your notebook and repeat Step 2.

3 When you finish using your notebook, turn the notebook off and leave the notebook connected to AC power for at least 24 hours. The battery charge meters may not show a charge for several hours. For more information about battery meters, see "Monitoring the battery charge" on page 102.

4 If the battery meters do not show a full charge after 24 hours, contact 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 peripherals by connecting them to a *surge protector*, which will absorb voltage surges and prevent 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.

Power button

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 modes" on page 105.

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 may go into a basic power-saving mode which turns off your LCD and hard drive. Two advanced power-saving modes (called *Standby* and *Hibernate*) are also available for the Solo 3350. While in Standby, the power indicator light flashes.

When you are ready to use your notebook after the screen has gone into basic power-saving mode, *wake* it up by pressing a button or key on the keyboard. If your notebook has gone into Standby or Hibernate mode, wake it up by briefly pressing the power button. For more information on changing power-saving settings, see "Extending battery life" on page 104.

Turning off your notebook

To turn off your notebook:

1 Click **Start**, then select **Shut Down**. The Shut Down Windows dialog box opens.

2 Select **Shut down**.

3 Click **OK**. Windows shuts down and turns off your notebook.

Important	If for some reason you cannot use the Shut down option in Windows to turn off your notebook, press and hold the power button for about five seconds.

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.

Function keys   Navigation keys

FN key

Windows
Key

Numeric
keypad

Application
key

Arrow keys/
Brightness
controls
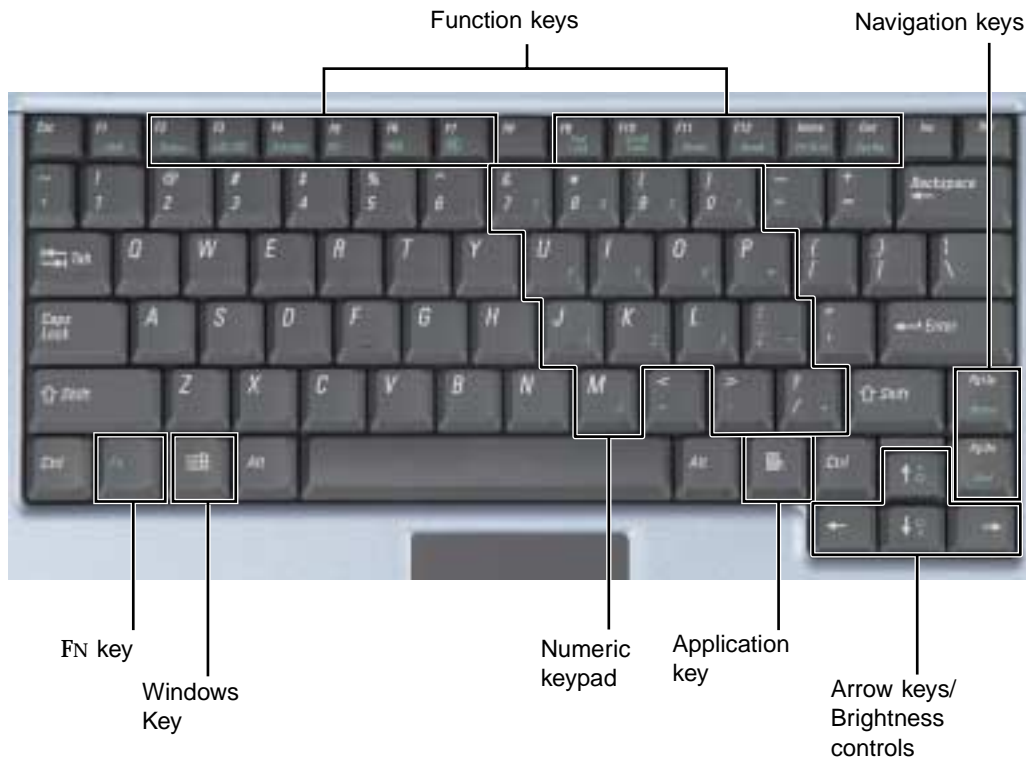
Keys

Keys	Icons	Description
Function keys		Press these keys 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.
FN key		Press the FN key in combination with a Function key (such as F4 or F10) to perform a specific action. For more information, see "Function key combinations" on page 20.
Windows keys		Press to open the Windows **Start** menu.
Numeric keypad		Use these keys to type numbers when Pad Lock is turned on. Press FN+F9 to turn on the numeric keypad.
Application key		Press for quick access to shortcut menus and help assistants in Windows.
Arrow keys/ Brightness controls		Press these keys to move the cursor up, down, right, or left. When used with the FN key, these also control the screen brightness.
Navigation keys		Press these keys to move the cursor up or down a page, or to the beginning or end of a document.

Function key combinations

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

Press FN and this function key…	To…
F2 Status	Open the power status box in the upper left corner of your screen. The menu shows the battery charge level, the BIOS version, and whether the AC power adapter is being used.
F3 LCD/CRT	Toggle the notebook screen between the LCD, an external monitor, or both displays at the same time.
F4 Standby	Enable Standby mode (Windows 98, Windows 2000, and Windows Me) or Suspend mode (Windows NT) on your notebook. Press the power button to exit Standby or Suspend mode.
F5	Decrease volume.
F6	Increase volume.
F7	Mute the sound. Press the key combination again to restore the sound.
F9 Pad Lock	Turn on Pad Lock so you can use the numeric keypad. The Pad Lock status indicator appears while this function is turned on. Press the key combination again to turn off Pad Lock.
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 text scrolling. Press any key to continue the text scrolling. (This function is only available in some programs.)

Press **FN** and this function key…	To…
F12 Break	Stop the currently running DOS program. (This function is only available in some programs.)
↑ ▲ ☼	Increase the brightness of the screen.
↓ ☼ ▼	Decrease the brightness of the screen.

Using the EZ Pad touchpad

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

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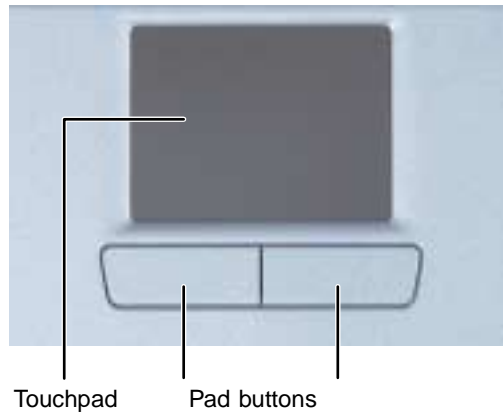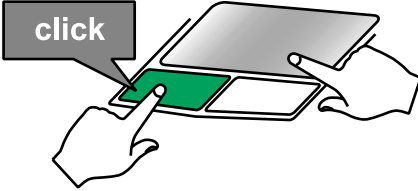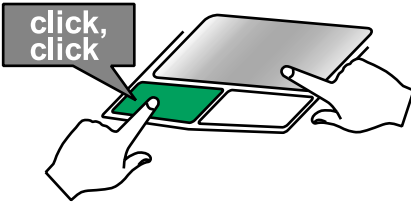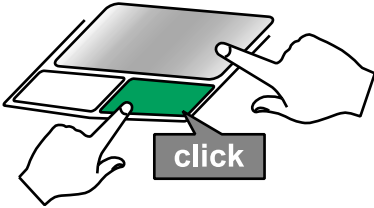
When you move your finger on the touchpad, the *pointer* (arrow) on the screen moves in the same direction.

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

Using the touchpad

Move the pointer on the screen.		Move your finger around on the touchpad. If you run out of space on your touchpad 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.	**click**	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.	**click, click**	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.	**click**	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.

press and hold · **then drag**
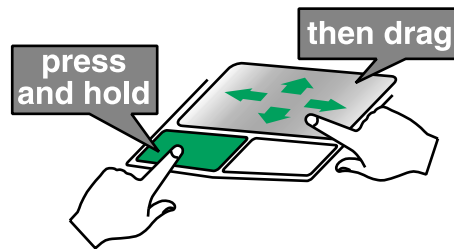
Position the pointer over the object. Press the left button and hold it down, then use the touchpad to move (drag) the object to the appropriate part of the screen. Release the button to drop the object where you want it.

Connecting the modem

If your notebook has a modem jack, the notebook has a built-in V.90 56K modem and a telephone cable.

To connect the modem:

1 Insert one end of the telephone cable into the modem jack 🔲 on the back of the notebook.

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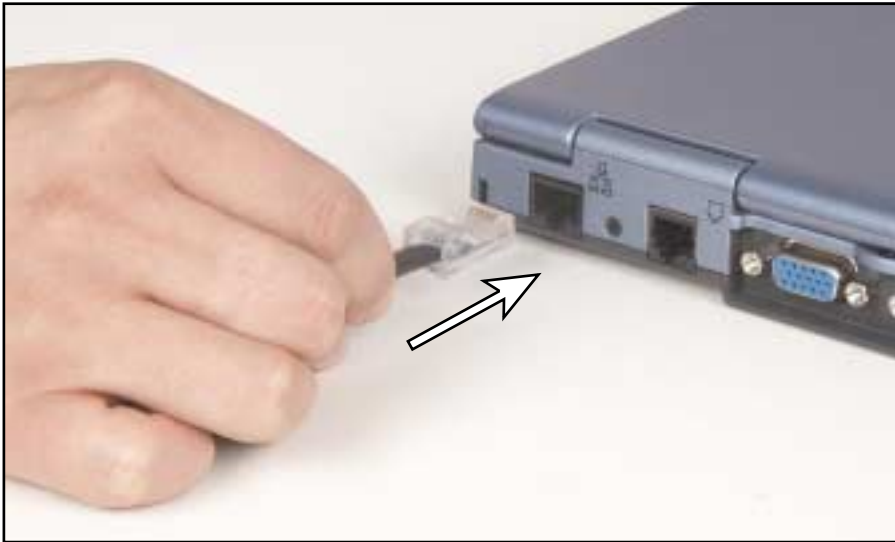
2 Insert the other end of the network cable into a network wall jack. Ask your network administrator to help you select the correct network jack.

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

Installing a printer, scanner, or other peripheral device

Your computer has one or more of the following ports: Universal Serial Bus (USB) and parallel. 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 Solo 3350" 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 port devices are not plug-and-play. Refer to the device documentation for detailed information and installation instructions.

Windows Basics

Read this chapter to get basic information on how to:

- Work on the Windows desktop
- Manage files and folders
- Work with documents
- Use shortcuts
- Move data from your old computer to your new computer

HelpSpot	For more information on using Windows, double-click the **HelpSpot** icon on your desktop.

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.
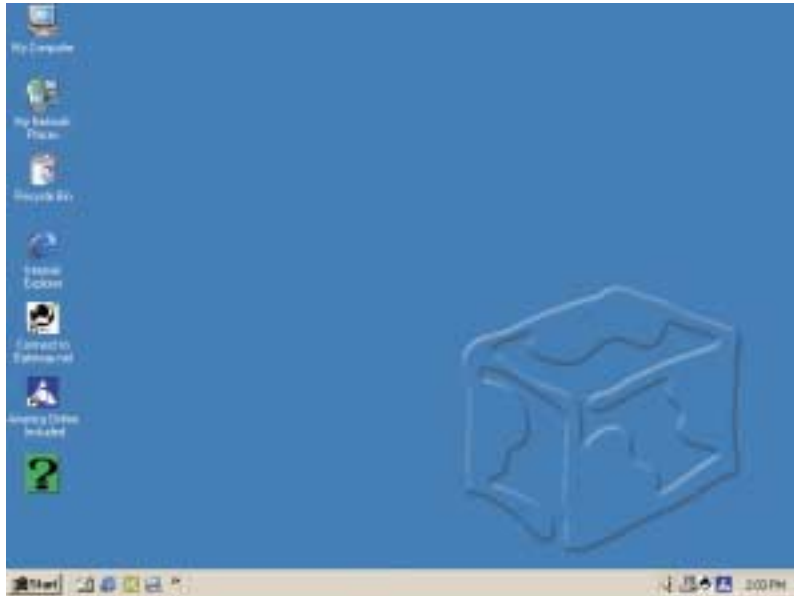
Desktop items

Icons are graphic representations of objects on the desktop that you select and open, such as a drive, folder, file, or program. *Buttons* are graphic representations of controls that you use to open windows or apply changes.

Desktop icons, buttons, and elements	Description
My Computer	The *My Computer icon* provides access to drives and other computer controls. Double-click the **My Computer** icon to view the drives and folders on your computer.
My Documents	*My Documents* is a folder where you store your personal files. You can create other folders to save files in, but My Documents is easy to find because it is on the desktop. Double-click **My Documents** to view your personal files and folders.
Recycle Bin	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 41.
Internet Explorer	Microsoft Internet Explorer is a program called a *browser* that lets you view Web sites and Web pages on the Internet. Double-click this icon to open the browser. For instructions on how to access the Internet, see "Learning about the Internet" on page 62.
Gateway.net America Online Included	The *Gateway.net* and *America Online Included icons* let you connect to the Gateway.net or America Online ISP (Internet Service Provider). Double-click either the **Gateway.net** or **America Online Included** icon to dial one of the services. For instructions on how to set up an ISP, see "Setting up an Internet account" on page 63.
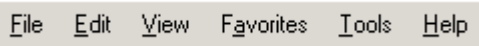
Desktop icons, buttons, and elements	Description
?	Gateway has provided an easily accessible interactive guide called HelpSpot for use with Windows Me. This guide is designed to provide help information and let you quickly discover and use the features of your computer. Double-click the **HelpSpot** icon to begin.
Start	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 *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 activate the program's window.

Window items

When you double-click the icon for a drive, folder, files, 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
Local Disk (C:)	The *title bar* is the horizontal bar at the top of a window that shows the name of the program.
	Clicking the *minimize button* reduces the active window to a button on the taskbar. Clicking the program button in 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.
File Edit View Favorites Tools Help	Clicking an item on the *menu bar* starts an action such as Print or Save.

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 open the Start menu:

■ Click the **Start** button on the lower left of the Windows desktop. The **Start** menu opens showing you the first level of menu items.

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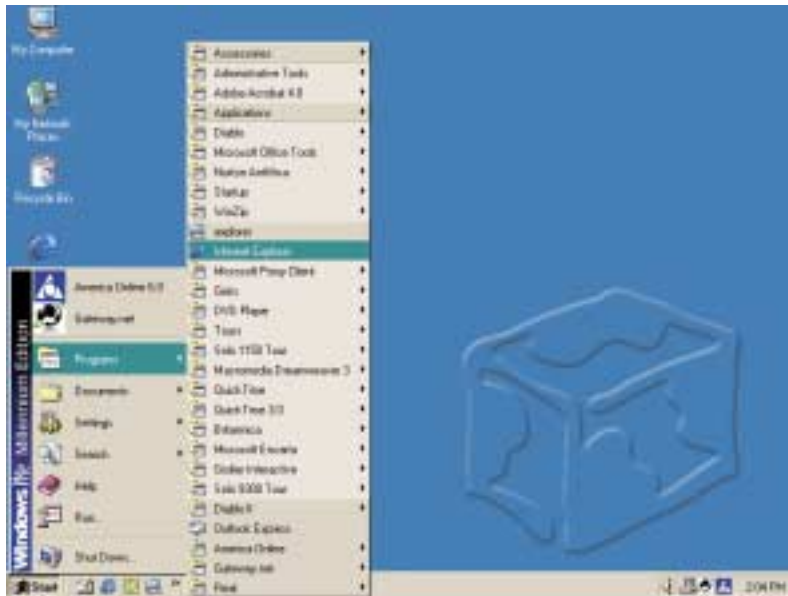
Working with files and folders

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.

HelpSpot

For more information on working with files and folders, double-click the **HelpSpot** icon on your desktop.

About 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:

■ Double-click the **My Computer** icon on your desktop.
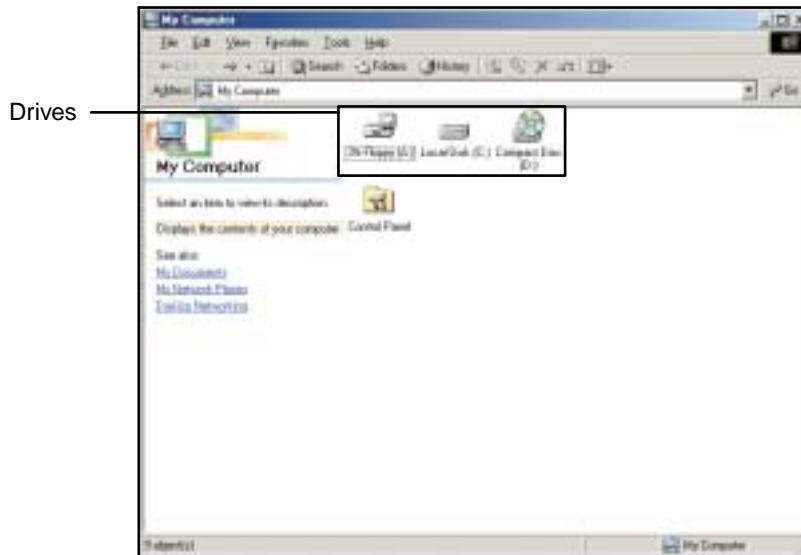
Drives

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 **View the entire contents of this drive**.

About folders and files

Folders are much like the folders in a file cabinet. They 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.
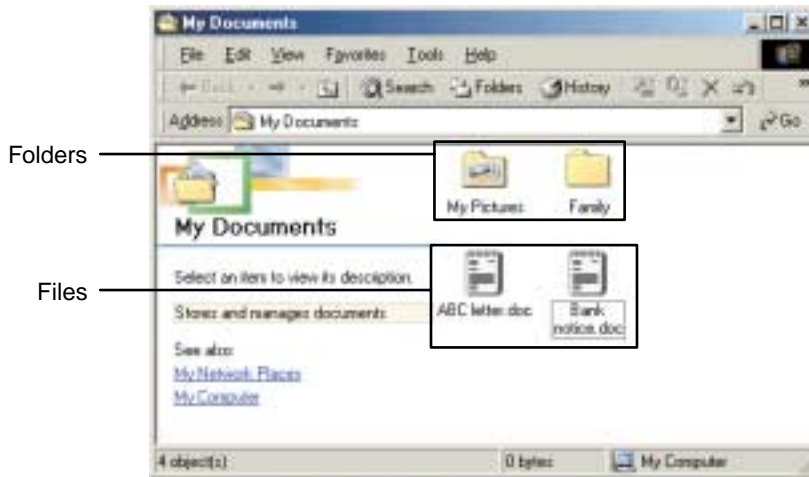
To create a folder:

1 Double-click the **My Computer** icon on the desktop. The My Computer window opens.

2 Double-click the drive or folder, for example **3½ Floppy (A:)** or **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 **View the entire contents of** [*this drive* or *this folder*].

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 under the folder.

Copying and moving files and folders

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

When you *copy and paste* a selection, you place a *copy* of the file you selected 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 selection, you remove the file from its folder and place the file on the Windows clipboard. When you decide where you want the file 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 into more than one place, but as soon as you copy or cut a file again, the old file is deleted from the clipboard.

To copy a file or folder to another folder:

1 Right-click the file or folder that you want to copy. A menu opens on the desktop.

2 Select **Copy** from the menu.

3 Open the destination folder.

4 With the pointer inside the destination folder, press the right touchpad button.

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 the file or folder that you want to move. A menu opens on the desktop.

2 Select **Cut** from the menu.

3 Open the destination folder.

4 With the pointer inside the destination folder, press the right touchpad button.

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 the Windows trash can, 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 54.

2 Select **File**, then select **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 listing 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 54.

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

If the Recycle Bin was emptied before you decided that you want to restore a file, use Gateway GoBack (if available on your notebook).

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 select **Empty Recycle Bin**. Windows asks you if you are sure that you want to empty the bin.

3 Click **Yes**. Windows permanently deletes all the 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 Double-click the **My Computer** icon on the desktop.

2 Double-click the drive or folder that you think contains the file or folder that you want to find.
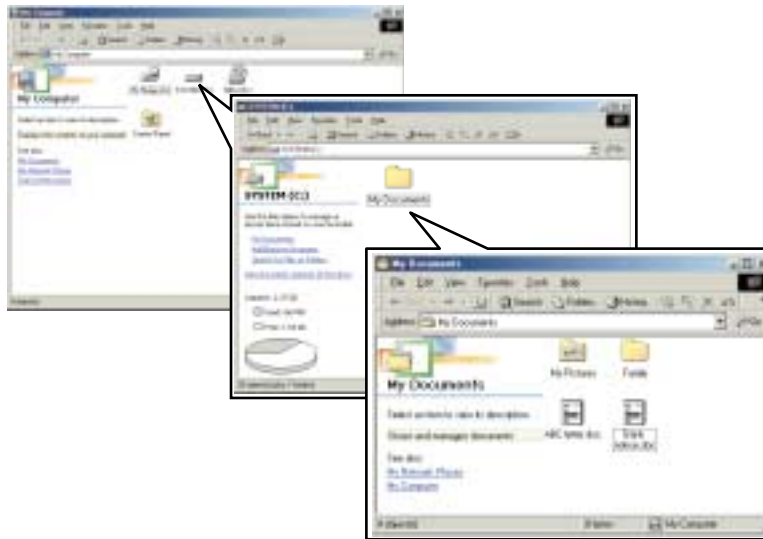
3 Continue double-clicking folders and their subfolders until you find the file or folder you want. (If you do not see the contents of a folder, click **View the entire contents of this folder.**)

Searching for files

If you are looking for a particular file or folder or a set of files or folders that have characteristics in common, but you do not remember where they are stored on your hard drive, you can use the Search utility in Windows Me or Windows 2000, or the Find utility in Windows 98 to search by:

■ Name or part of a name

■ Creation date

■ Modification date

■ File type

■ Text contained in the file

■ Time period in which it was created or modified

You can also combine search criteria to refine searches.

Files and folders found using these utilities can be opened, copied, cut, renamed, or deleted directly from the list in the results window.

Using the Windows Me or Windows 2000 Search utility

To find files and folders using the Search utility:

1 Click **Start**, then select **Search**, then **For Files or Folders**. The search dialog box opens.
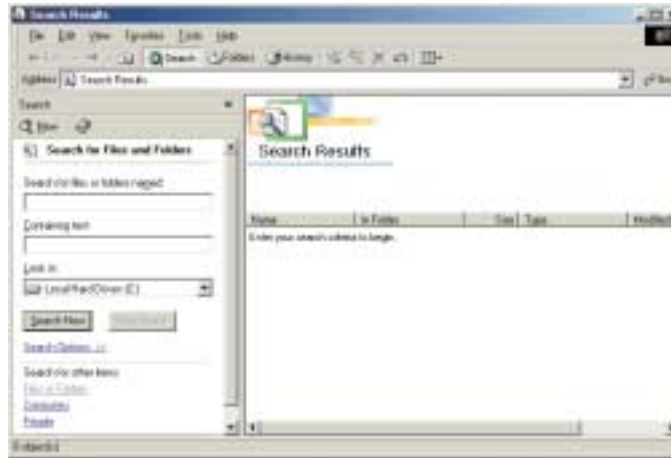
2 If you want to search by file or folder name, type in all or part of the file or folder name in the **Search for files or folders named** box in the left pane of the window.

- If you type all of the name, Search will list all files and folders of that name.

- If you type part of the name, Search will list all of the file and folder names containing the letters you typed.

3 Click **Search Now**. When the search is completed, Windows lists the files and folders whose names contain the text that you searched for.
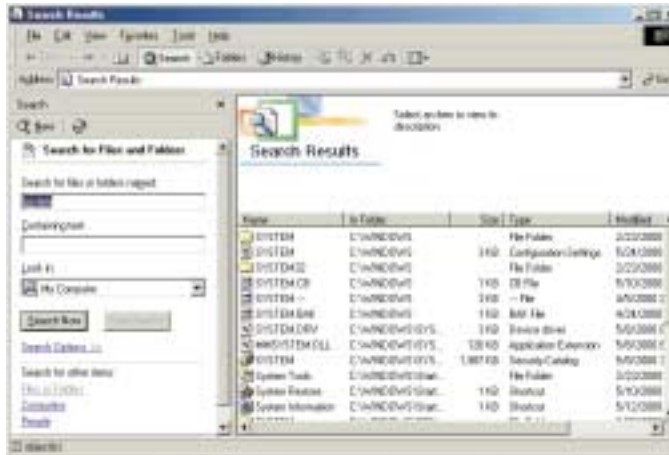
4 Open a file, folder, or program by double-clicking the name in the list.

Using advanced search options

Search can find files meeting more criteria than file name. You can select options to narrow your search by clicking **Search Options** and selecting the options that you want:

■ **Date** searches for files that were created or modified on a specific date or during a specific period.

■ **Size** searches for files of a specific size.

■ **Type** searches for files of a specific type, such as a program or a text document.

■ **Advanced Options** give you access to further search options.

Using the Windows 98 Find utility

To find files and folders using the Find utility:

1 Click **Start**, then select **Find**, then **Files or Folders**. The Find: All Files dialog box opens.

2 If you want to search by file or folder name, click the **Name & Location** tab, then type in all or part of the file or folder name in the **Named** text box.

- If you type all of the name, Find will list all files and folders of that name.

- If you type part of the name, Find will list all of the file and folder names containing the letters you typed.

3 Click **Find Now**. When the search is completed, Windows lists the files and folders whose names contain the text that you searched for.

4 Open a file, folder, or program by double-clicking the name in the list.

❖
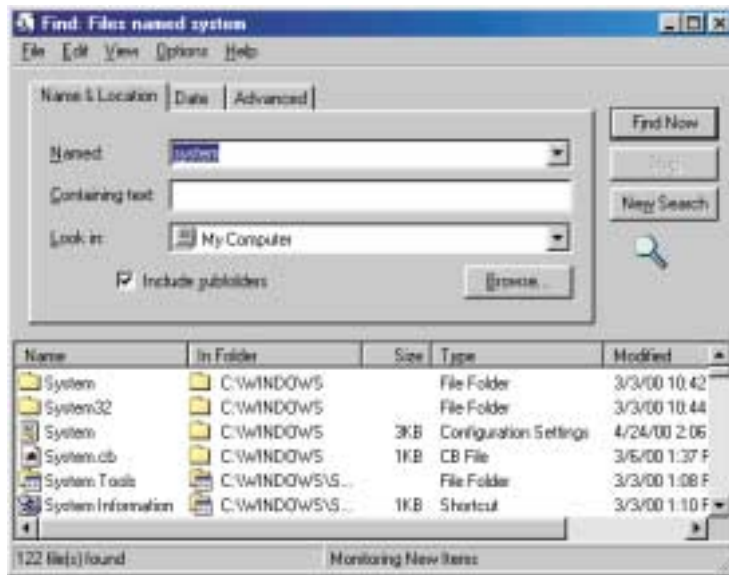
Using advanced search options

You can find files meeting more criteria than file name. You can select options to narrow your search by clicking the **Date** or **Advanced** tabs and selecting the options that you want:

- **Date** searches for files that were created or modified on a specific date or during a specific period.

- **Size** searches for files of a specific size.

- **Type** searches for files of a specific type, such as a program or a text document.

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

To create a new document:

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

2 Select **File**, then select **New**. The New dialog box opens.

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

4 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.

HelpSpot

? For more information on saving a document, double-click
the **HelpSpot** icon on your desktop.

To save a document in Microsoft Word:

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

2 In the **Save in** list, find the folder in which you plan to save the file.

3 Type the new file name.

File folder —

File name —
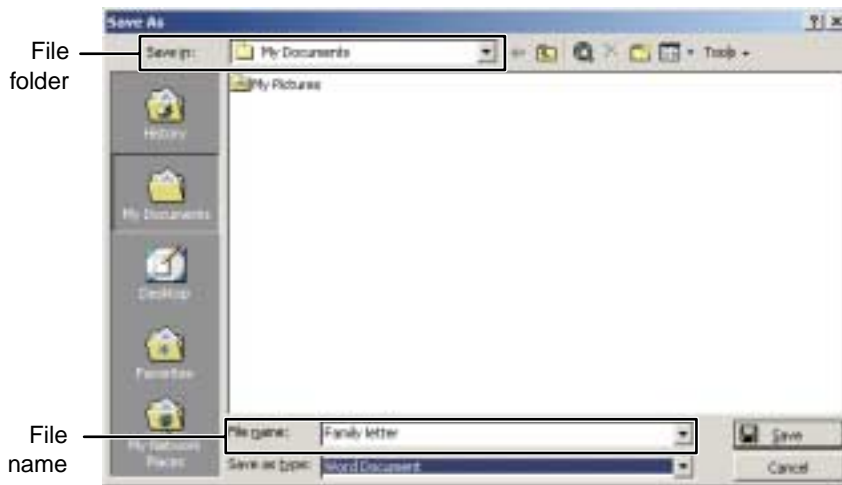
4 Click **Save**.

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.

HelpSpot

?

For more information on opening a document, double-click the **HelpSpot** icon on your desktop.

To open a document in Microsoft Word:

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

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

3 In the **Look in** list, find the folder you want to open.

File folder —
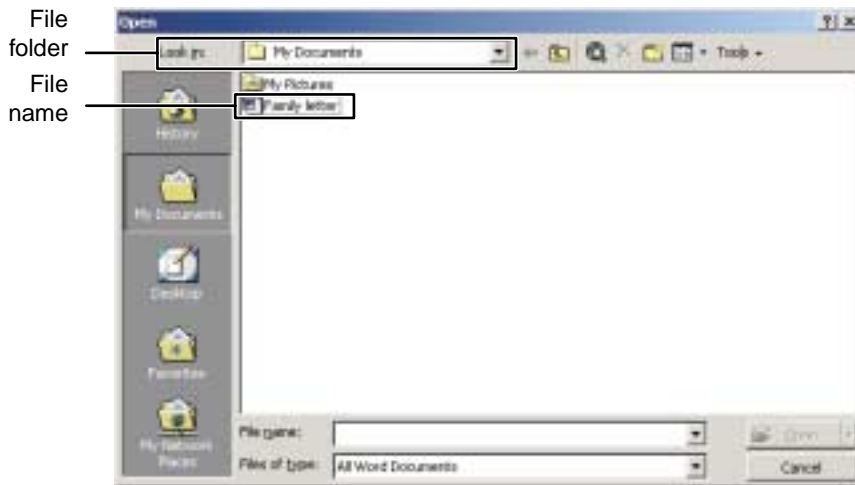
File name —

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.

HelpSpot

For more information on printing a document, double-click the **HelpSpot** icon on your desktop.

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	Select the item, then press CTRL + V.
Select multiple icons on the desktop	Click the first icon, press and hold down the CTRL key, then click each of the remaining icons that you want to select.
Select multiple items in a list or in an Explorer 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	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 and **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.

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.

Gateway Data Mover Plus kit

If both your old and new computers have USB ports, you can use the Gateway Data Mover Plus kit to automatically transfer customized computer settings, such as Desktop settings, sound schemes, Internet and e-mail settings, as well as personal data files, such as documents, spreadsheets, and photographs. This program, with its special USB cable, helps you do this quickly and efficiently. To order the Gateway Data Mover Plus kit, visit the *Gateway Accessory Store* at www.gateway.com.

Transferring files
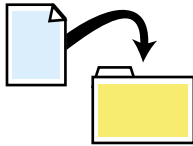
You can manually transfer your personal data files by copying them to removable media, such as a diskette, CD, or Zip disk, or by using a home network. For more information about using a home network, see "Networking Your Home" on page 153.

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 Find or Search to locate other personal data files.

To find files in the My Documents folder:

1 Double-click the **My Computer** icon on your desktop. The My Computer window opens.

2 Double-click the **C:** drive icon. The C:\ window opens.

3 Double-click the **My Documents** folder. The My Documents window opens and displays many of your saved personal data files.

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 and a spreadsheet file might have an .XLS 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 Find or Search:

1 Click **Start**, then select **Find** or **Search**, then **Files or Folders** or **For 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, click **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 **Programs**, **Accessories**, **Communications**, then **Internet Connection Wizard**. The Internet 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 disks.

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 **Settings**, then **Printers**. The Printers window opens.

6 Double-click the **Add Printer** icon. 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 manufacturers' Web site for *driver* updates.

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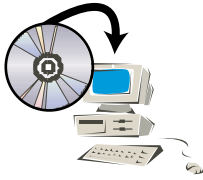
You probably use some programs that did not come installed on your new computer, such as personal finance software, graphics programs, or games.

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 manufacturers' 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.

Using the Internet

4

This chapter provides information about the Internet and the World Wide Web, and tells you how to set up Gateway.net^{SM} or America Online® Internet services 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, or cable line and signing up with an Internet Service Provider (ISP).

Internet Servers
store information so other computers can access it from the Internet.

Your computer
connects to the Internet through an ISP.

ISP Servers
let you connect to the Internet and access your e-mail messages.
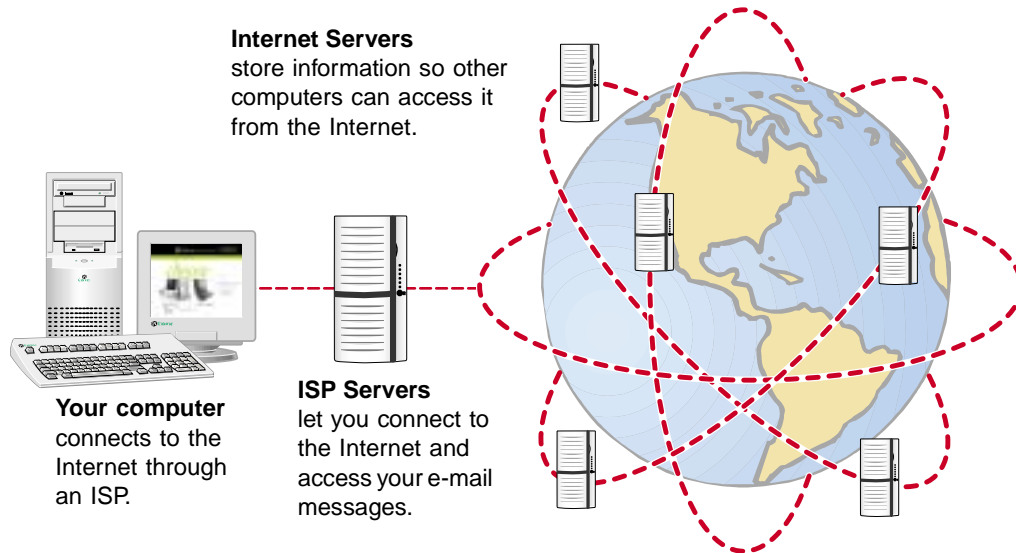
If you want to access the Internet you need:

■ 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 Gateway.net or 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 Gateway.net or America Online, an Internet e-mail address is created for you. After completing the setup you are ready to access the Internet.

HelpSpot | For more information on setting up an Internet account, double-click the **HelpSpot** icon on your desktop.

To set up an Internet account with Gateway.net or America Online:

1 Double-click the **Register with Gateway.net** or the **America Online Included** icon. If you do not find the service you want on the Windows desktop, then look for the **Gateway.net** or **America Online Included** icon located in the Online Services folder on the Windows desktop.

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

To connect to your Gateway.net or America Online Internet account:

1 Double-click the **Connect to Gateway.net** or **America Online Included** icon. The Connect dialog box opens.

2 Complete the member name and password information, then click **Connect**. The computer dials the Internet account phone number.

If you are using a service other than Gateway.net or 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 65.

To disconnect from your Gateway.net or America Online Internet account:

■ Click **X** in the top right corner of the Gateway.net or America Online program. Your computer disconnects from the Internet.

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

Important

Make sure that your computer disconnects properly 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.

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 not only text, but 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 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.

Link

Web page

Linked Web page
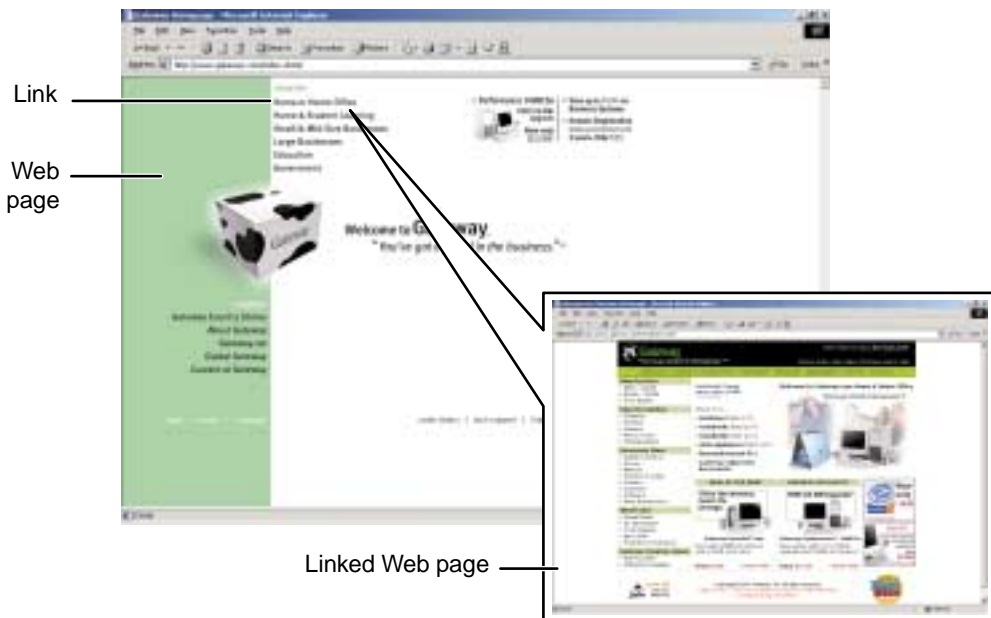
Connecting to a Web site

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

HelpSpot

For more information on connecting to a Web site, double-click the **HelpSpot** icon on your desktop.

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.

| www.gateway.com | ▾ | GO |

- 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 169.

HelpSpot

For more information on downloading files, double-click the **HelpSpot** icon on your desktop.

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 on links 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 the Gateway.net ISP might have an e-mail address that is similar to this one:

jdoe@gateway.net

User name   Internet domain name
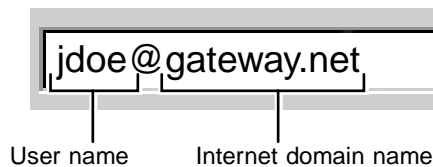
Sending e-mail

HelpSpot

?

For more information on sending e-mail, double-click the **HelpSpot** icon on your desktop.

To send e-mail using Gateway.net or America Online:

1 Connect to your Gateway.net or America Online account.

2 Click **Create Mail**.

   - OR -

   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

HelpSpot

For more information on checking your e-mail, double-click the **HelpSpot** icon on your desktop.

To check your e-mail using Gateway.net or America Online:

1 Connect to your Gateway.net or America Online account.

2 Click **Read Mail**.

- OR -

Click **Read**.

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

Using
Multimedia

5

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

- Adjust the volume
- Connect the external drive
- Use the diskette drive
- Use the CD/DVD drive
- Play CDs and DVDs
- Record and play audio files
- Use Media Player
- Use MusicMatch

Adjusting the volume

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

HelpSpot

?

For more information on adjusting volume, double-click the **HelpSpot** icon on your desktop.

To adjust overall volume level:

■ Click the speaker icon on the taskbar, then drag the slider to change the volume or click to select the **Mute** check box.
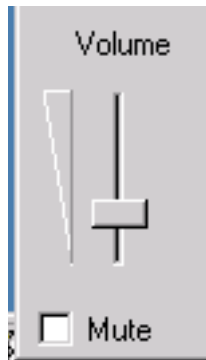
- OR -

On the keyboard, press the volume buttons ◁◦ to change the volume, or press the mute button ⊗ to turn off all sound. For more information, see "Using the keyboard" on page 18.

To adjust specific volume levels:

1 Double-click the speaker icon on the taskbar. The Volume Control dialog box opens.
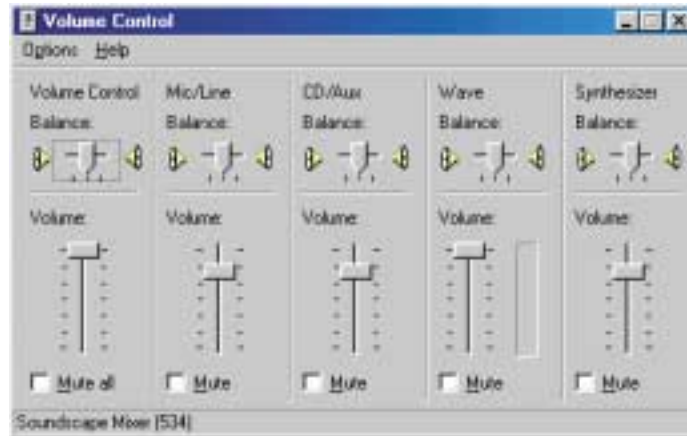
If the device you want to adjust does not appear in the Volume Control dialog box, select **Options**, **Properties**, select the audio device you want to adjust, then click **OK**.

2 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 Volume Control dialog box.

Connecting the external drive

Your notebook has an optional external drive bay that lets you use a removable drive such as a diskette drive or CD/DVD drive. To change drives, you need to replace the drive module in the drive bay.

To connect the external drive:

1 Turn off your notebook.

2 Plug the external drive cable into the connector on the back of the external drive bay. Make sure the cable plug's icons are facing up.
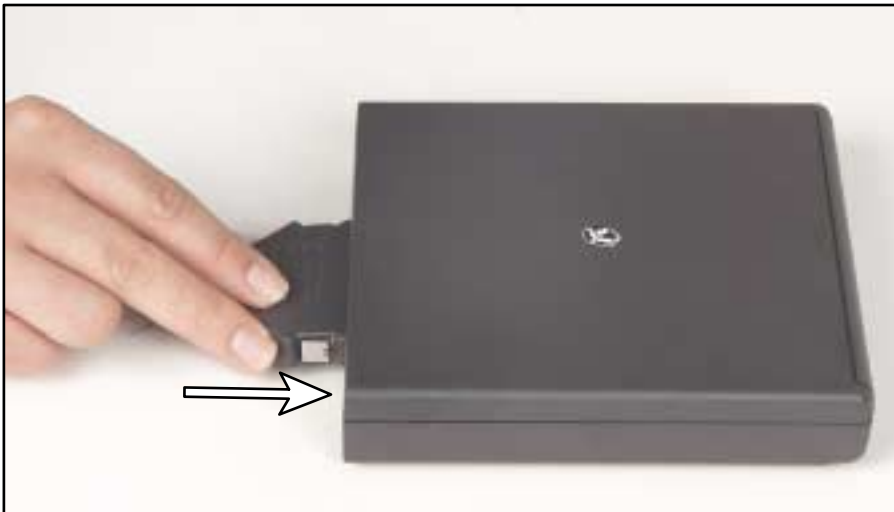
3 Plug the other end of the external drive cable into the connector on the back of the notebook. Make sure the cable plug's icons are facing up.

4 Turn on your notebook.

5 To access files on the drive, use a program to open drive **A:** (for a diskette drive) or drive **D:** (for a CD/DVD drive).

To change the drive module:

1 Turn off your notebook.

2 Remove the external drive cable from the external drive by pressing in both clips on the plug and pulling it away from the module.

3 Turn over the external drive bay.

4 Remove the drive module by pressing and holding the module release latch and pulling out the module with the other hand.
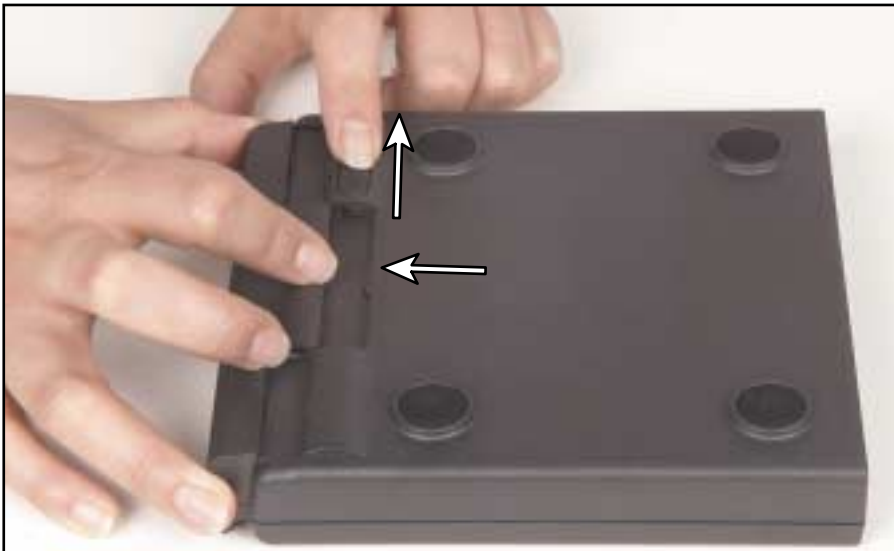
5 Slide the new module into the bay until it clicks into place.

6 Turn the external drive over, then reconnect the external drive cable. Make sure the cable plug's icons are facing up.

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.

Diskette slot   Eject button

To use a diskette:

1 Attach the external diskette drive. For more information on attaching the external drive, see "Connecting the external drive" on page 74.

2 Insert the diskette into the diskette drive with the label facing up.

3 To access a file on the diskette, double-click the **My Computer** icon, the drive letter (drive **A:** for the standard 1.44 MB diskette drive module), then the file.

4 To remove the diskette, make sure the drive activity light 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/DVD

Activity indicator   Eject button   Manual eject hole
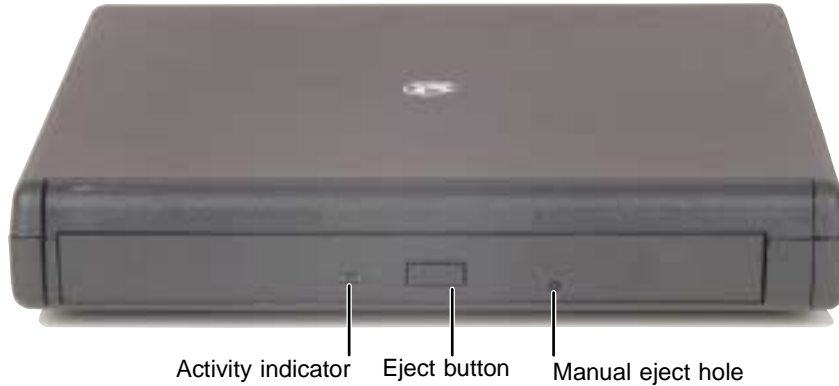
To insert a CD/DVD:

1 Attach the external CD/DVD drive. For more information on attaching the external drive, see "Connecting the external drive" on page 74.

2 Press the eject button on the CD/DVD drive, then pull the disc tray completely open.

3 Place the CD/DVD 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.

4 Push the tray in until it is closed.

Listening to music CDs in Windows Me

The Windows Media Player turns your computer into a multimedia center. Use the player to listen to Internet radio stations, play and copy your CDs, look for Internet movies, and create lists of all media on your computer. For more information about using the Windows Media Player, select **Help**.

To listen to a CD in the Windows Media Player:

■ Insert a CD into the CD/DVD drive. The Windows Media Player opens and the CD plays.

If the Windows Media Player does not open automatically when you insert the CD, open it from the Start menu by clicking **Start**, then selecting **Programs**, then **Windows Media Player**. When the media player opens, click ▶ (play).

Play/Pause   Stop   Sound Controls   Track Controls

Listening to music CDs in Windows 98

Use the CD/DVD drive and the Windows CD Player to play an audio CD.

To play a CD:

■ Insert a CD into the CD/DVD drive. The CD Player opens and the CD plays.

If the CD Player does not open automatically when you insert the CD, open it from the Start menu by clicking **Start**, then selecting **Programs**, **Accessories**, **Entertainment**, then **CD Player**. When the CD Player opens, click ▶ (play).
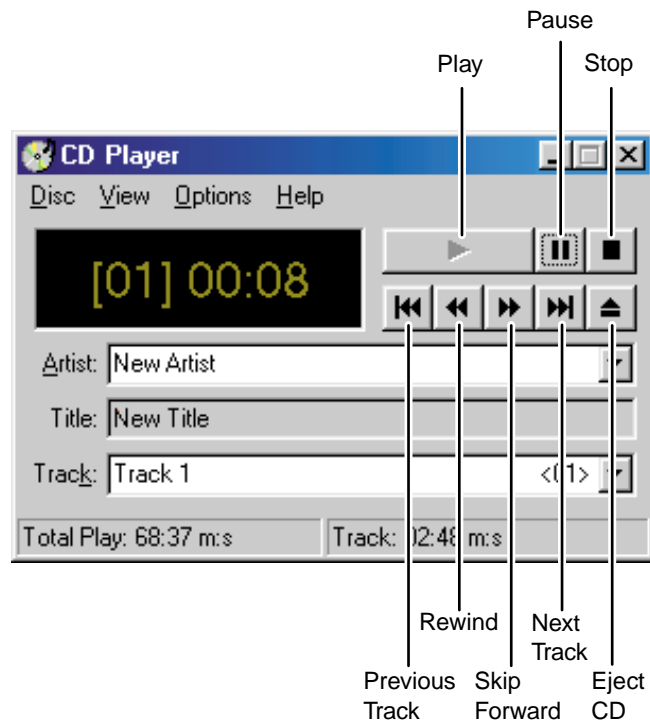
If you do not hear audio or you want to change the volume, see "Adjusting the volume" on page 72.

Recording and playing audio

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

HelpSpot

For more information on recording and playing audio, double-click the **HelpSpot** icon on your desktop.

To make an audio recording:

1 Click **Start**, then select **Programs**, **Accessories**, **Entertainment**, then **Sound Recorder**. The Sound Recorder opens.

Rewind   Fast Forward   Play   Stop   Record
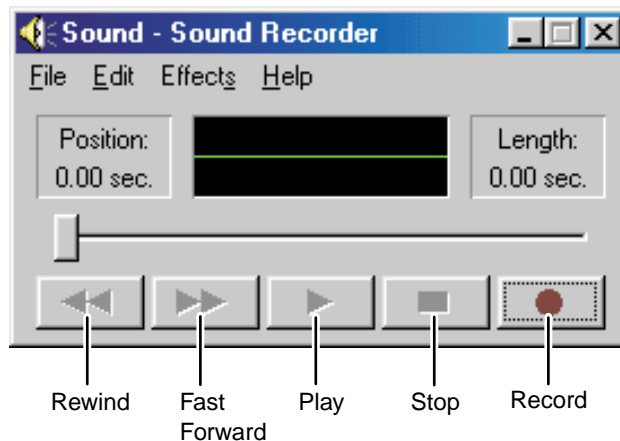
2 Click ● (record), then speak into the microphone.

3 When you finish recording, click ■ (stop).

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

5 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 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 the using the Windows Media Player, select **Help**.

To play a file using the Media Player:

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

Video file information

Video screen

Play/Pause   Stop

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).

For more information about the Windows Media Player, select **Help**.

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. See the DVD help for more information about using the DVD player.

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 **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 the MusicMatch™ program, you can:

- Play music CDs
- Build a music library
- Create MP3 music files from your music CDs and add them to your music library
- Enter music track information
- Listen to Internet Radio

HelpSpot

For more information on using MusicMatch, double-click the **HelpSpot** icon on your desktop.

Playing CDs

You can use the MusicMatch program to play music CDs.

To play a music CD:

1 Double-click the **MusicMatch Jukebox** icon on your desktop. MusicMatch opens.

2 Place the music CD into the CD/DVD drive on your computer. The names of the music tracks appear in the playlist area.

3 Click **Play**.

Creating music files

Using the MusicMatch program, you can copy the tracks from a music CD to your computer hard drive as MP3 files.

Here are some terms that you need to know before you get started:

- **Bit rate** is the number of bits required to store one second of music. CD quality is 128 kilobits per second. A high bit rate gives you better sound quality but the file size is also larger. For information about changing the sound quality settings, see the online help in MusicMatch.

- **MP3** (MPEG Layer 3) is a standard for digitally compressing high-fidelity music into compact files without noticeably sacrificing quality. MP3 files end in the file extension **.mp3**.

- **Ripping** is the process of copying a music track from a music CD and storing it on your hard drive.

To create (rip) MP3 files:

1 Double-click the **MusicMatch Jukebox** icon.

2 Place a CD into the CD/DVD drive on your computer. The CD tracks appear in the playlist with checkmarks next to them.

3 If you do not want to record a track, remove the checkmark.

4 Click **REC**. The recorder window opens.
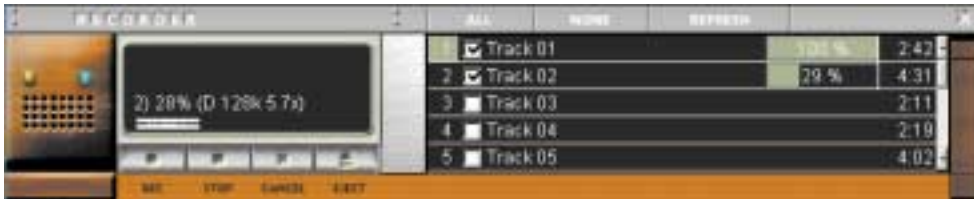
5 Click **REC** in the Recorder window. The tracks are copied as MP3 files to your music library on the hard drive.

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 song 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

1 Double-click the **MusicMatch Jukebox** icon.

2 Select **Options**, then **Settings**. The Settings window opens.

3 Click the **Music Library** tab.
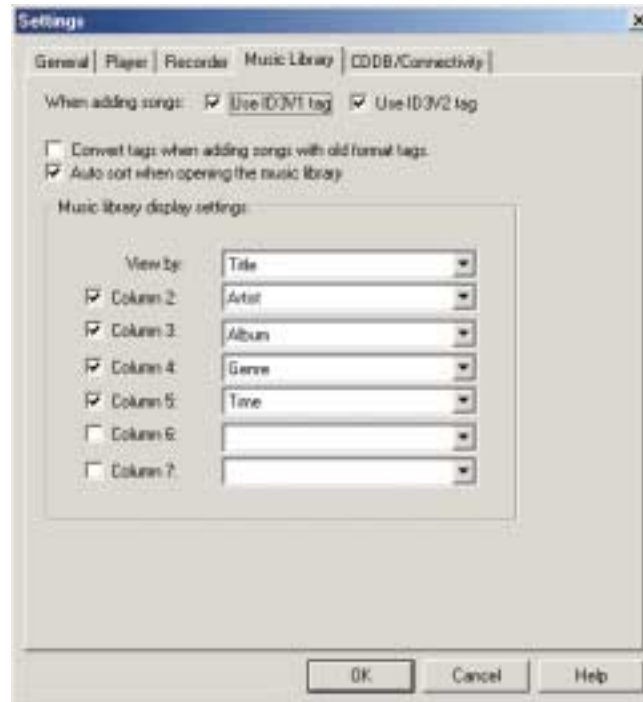
4 Select the categories that you want to display in the columns.

5 Click **OK**.

Editing track information

If you are connected to the Internet and listening to a music CD, MusicMatch downloads and displays information such as the artist, album, and track titles from a database on the Internet called *CD DataBase* (CDDB).

After you add a CD track as an MP3 file to your music library, you can edit track information.

To edit track information:

1 Double-click the **MusicMatch Jukebox** icon.

2 Create an MP3 file.

3 Right-click the file, then select **Edit Track Tag**.

4 Enter information such as track title, lead artist, album, or genre.

5 Click **OK**.

After you enter this track information, it is displayed in the MusicMatch playlist, music library, and recorder.

Listening to Internet radio

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

To listen to an Internet radio station:

1 Double-click the **MusicMatch Jukebox** icon, then connect to the Internet.

2 Click **Radio**.

Click the
Radio icon.

The Radio window opens.
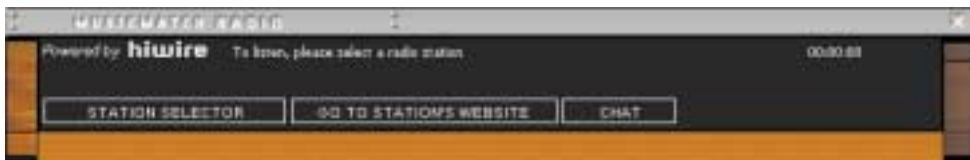
3 Click **Station Selector**. A window opens that lists radio stations by music format, city, or country.
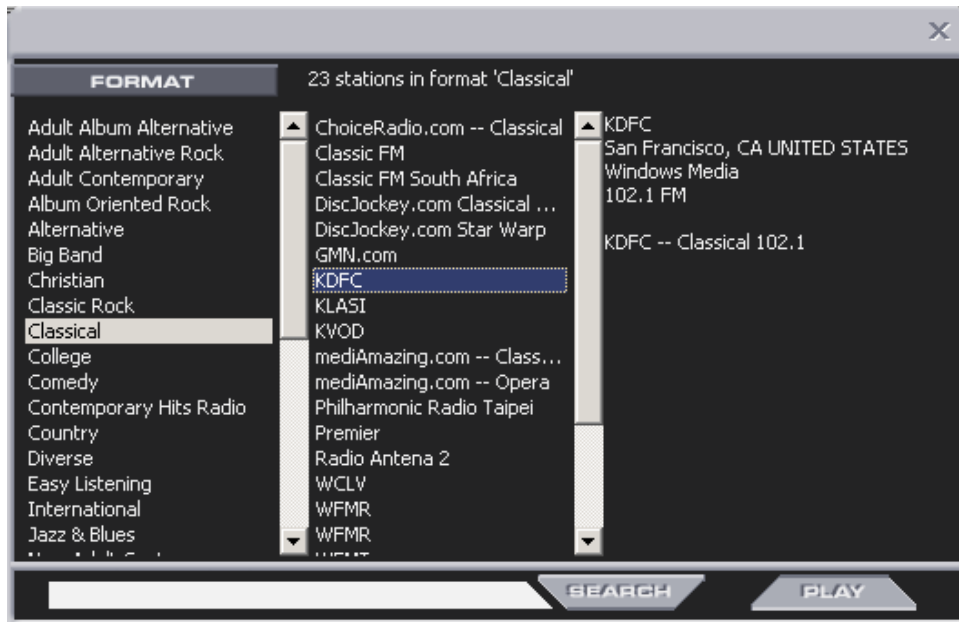
4 Select a radio station, then click **Play**. MusicMatch connects to the station.

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 online help that came with MusicMatch.

Sending and Receiving Faxes

6

PhoneTools lets you send and receive faxes using the modem in your computer.

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 a fax
- View and print a fax

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.

HelpSpot

For more information on setting up a fax cover page, double-click the **HelpSpot** icon on your desktop.

To set up your fax cover page:

1 Click **Start**, then select **Programs**, **PhoneTools**, then **PhoneTools**. PhoneTools opens.
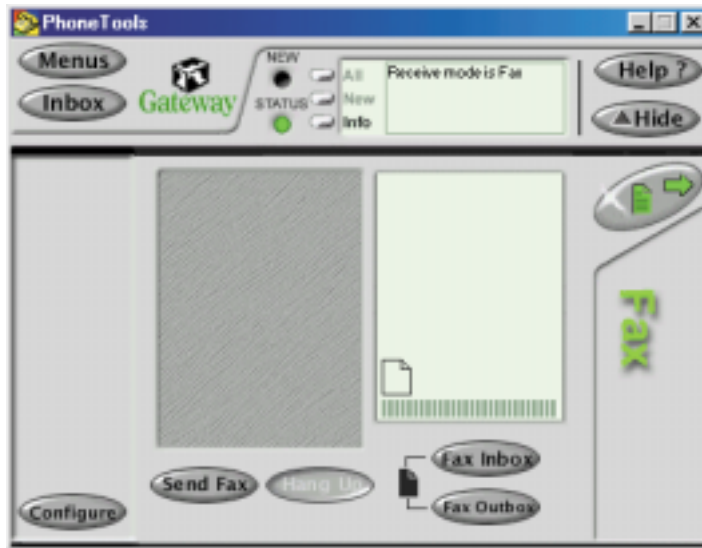
2 Click **Configure**, then select **General Configuration** from the pop-up menu. The General Configuration dialog box opens.

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 **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.

5 Click **OK**.

6 If you want to change the logo that appears on the cover page, click **Configure**, then select **Logo Management** from the pop-up menu. The Logo Management dialog box opens.

Import   Clear
button   button

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 small enough to fit in the logo box.

8 Click **OK**.

Sending a fax

To send a fax:

1 Click **Start**, then select **Programs**, **PhoneTools**, then **PhoneTools**. PhoneTools opens.

2 Click **Send Fax**. The Send Fax Wizard opens.

3 Enter the recipient's name, company (if applicable), and fax number, then click **Next**. The next wizard dialog box opens.

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.

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 96.

Receiving and viewing a fax

HelpSpot

For more information on receiving a fax, double-click the **HelpSpot** icon on your desktop.

To receive and view a fax:

1 Click **Start**, then select **Programs**, **PhoneTools**, then **PhoneTools**. PhoneTools opens. 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 automatic power settings in Windows Me, Windows 98, or Windows 2000" on page 106.

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.

Managing Power

7

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
- 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:

■ Checking the built-in battery meter. Turn the notebook over and press the battery meter. The battery meter lights and indicates the percentage of battery power available.

■ Positioning the cursor over the power cord icon or battery icon in the taskbar. A battery status window opens. Move the cursor away from the icon to close the window.

■ Pressing FN+F2 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.

■ Waiting for these other low battery warnings:

  ■ Three beeps

  ■ A red "X" appearing on the battery icon in the taskbar

  ■ A Low Battery message

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 179.

Changing batteries

Batteries cannot be "warm-swapped." This means that you must turn off the notebook before you change the battery.

Warning	Danger of explosion if battery is incorrectly replaced.
	Replace only with the Gateway Solo 3350 Li-Ion battery. Discard 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 100°C (212°F), or incinerate. Dispose of used battery promptly. Keep away from children.

To replace the battery:

1 Save all work and turn off the notebook.

2 Close the lid, turn your notebook over, slide the battery release latch, and remove the battery.
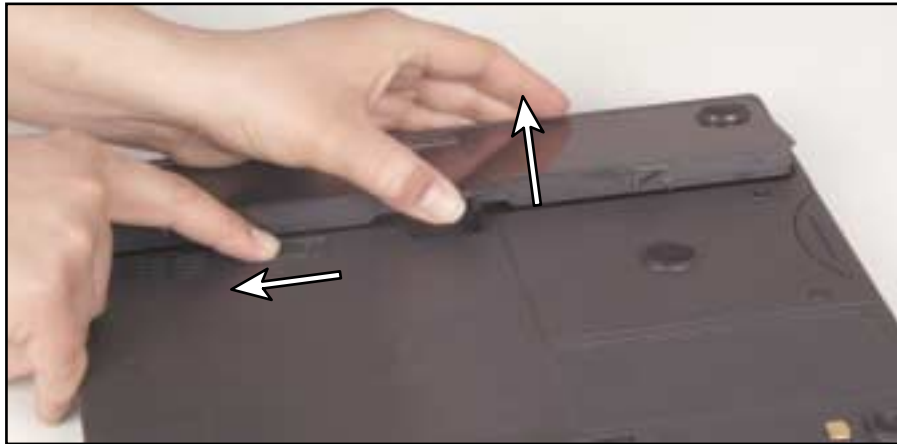
3 Place a charged battery into the bay and press down until it snaps into place.

4 Press the power button and resume your work.

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 automatic power settings in Windows Me, Windows 98, or Windows 2000" on page 106 or "Changing power settings in Windows NT" on page 111.

- 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 "Changing automatic power settings in Windows Me, Windows 98, or Windows 2000" on page 106.

- Using the CD/DVD drive only when necessary. CD and DVD drives use a large amount of power.

- Recharging the battery often, taking an extra battery, and fully recharging the batteries before traveling. For more information, see "Changing batteries" on page 103.

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 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 "Changing automatic power settings in Windows Me, Windows 98, or Windows 2000" on page 106.

Using Standby mode

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

The table below shows how to use Standby mode.

If your computer is…	…and you want to…	…then
Off	Start up	Press the power button.
On	Enter Standby mode	Press FN+F4.
In Standby mode	Exit Standby mode	Press the power button.
On	Shut down	Click **Start**, then select **Shut Down**, **Shut down**, then click **OK**.

Changing automatic power settings in Windows Me, Windows 98, or Windows 2000

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 enabling 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.

HelpSpot

?

For more information on changing power settings, double-click the **HelpSpot** icon on your desktop.

---

1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens. If you do not see the **Power Options** or **Power Management** icon, click **view all Control Panel options**.

2 Double-click the **Power Options** or **Power Management** icon. The Power Options Properties dialog box opens.

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

- OR -

Set the timers for **System stand by**, **System hibernate**, **Turn off monitor**, and **Turn off hard disks**, then save your custom power scheme by clicking **Save As** and typing a name for the scheme.

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

To change the alarm options:

1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens. If you do not see the **Power Options** or **Power Management** icon, click **view all Control Panel options**.

2 Double-click the **Power Options** or **Power Management** 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**.

1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens. If you do not see the **Power Options** or **Power Management** icon, click **view all Control Panel options**.

2 Double-click the **Power Options** or **Power Management** icon. The Power Options Properties dialog box opens.

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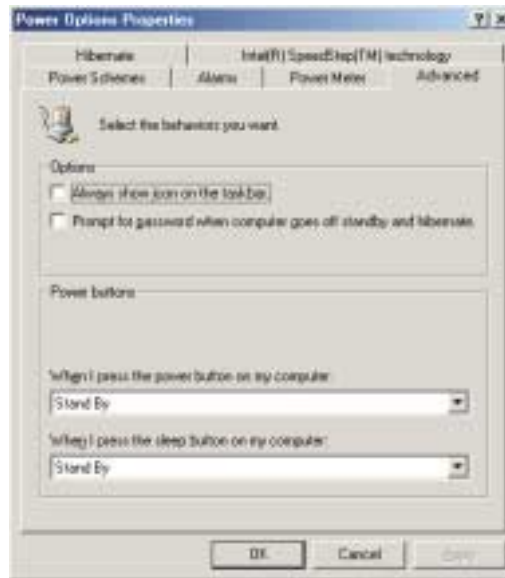
4 Select a power savings mode to be activated by the power button, then save the changes by clicking **OK**.

⚙️ **To use Hibernate mode:**

1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens. If you do not see the **Power Options** or **Power Management** icon, click **view all Control Panel options**.

2 Double-click the **Power Options** or **Power Management** icon. The Power Options Properties dialog box opens.

3 Click the **Hibernate** tab.

4 Select the **Enable hibernate support** check box, then click **Apply**. Hibernate mode is now an option you can select on the Advanced tab and in the Shut Down menu.

5 To use Hibernate as a power savings mode, click the **Advanced** tab, select **Hibernate** as one of the advanced power settings, then save the changes by clicking **OK**.

6 To manually activate Hibernate mode, click **Start**, then **Shut Down**, **Hibernate**, then **OK**.

📦

Changing power settings in Windows NT

In Windows NT, you can monitor the remaining battery charge and set low battery warnings.

To monitor the remaining battery charge:

1 Double-click the battery icon or power cord icon on the taskbar. The APM for NT dialog box opens.

2 Click the **Power Status** tab. The current battery charge and estimated working time remaining appear.

3 Click **OK**.

To set the low battery warning:

1 Double-click the battery icon or power cord icon on the taskbar. The APM for NT dialog box opens.

2 Click the **Settings** tab, then select the **Enable Low Battery Warning** check box.

3 Click **OK**. When the battery charge is very low, you see a warning message.

Changing SpeedStep settings

The processor installed in your notebook may use Intel® SpeedStep™ technology to conserve battery power. A SpeedStep-equipped processor can change its operating speed according to the power source. Your notebook's default settings operate the processor at full speed while connected to AC power and at reduced speed (which uses less power) while using battery power.

To change SpeedStep settings:

1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens. If you do not see the **Power Options** or **Power Management** icon, click **view all Control Panel options**.

2 Double-click the **Power Options** or **Power Management** icon. The Power Options Properties dialog box opens.

3 Click the **Intel SpeedStep technology** tab.

4 Change any of the following settings:

- To run the processor at full speed regardless of the power source, change the **Running on batteries** setting to **Maximum Performance**.

- To run the processor at reduced speed (using less power) regardless of the power source, change the **Plugged in** setting to **Battery Optimized Performance**.

- To disable SpeedStep technology control, click **Advanced**, select the **Disable Intel SpeedStep technology control** check box, then click **OK**.

- To remove the SpeedStep icon from the taskbar, click **Advanced**, select the **Remove icon from taskbar** check box, then click **OK**.

5 Click **OK**.

Travel Tips

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

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

Tips & Tricks

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

Modem

- Take a telephone cord 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.

- Download entire Web sites that you frequently visit for off-line viewing if you will be traveling for extended periods without access to an Internet connection.

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.

- 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.

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 Open the **Security** menu, then highlight **Password on boot** and press ENTER.

3 Highlight **Enabled**, then press ENTER.

4 Highlight **Set Supervisor Password**, then press ENTER and follow the instructions. You must set the supervisor password in order to set the user (startup) password.

5 Highlight **Set User Password**, then press ENTER and follow the instructions. This is the password you need to enter at startup.

Caution	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 Client Care for instructions.

6 Exit the BIOS Setup utility by opening the **Exit** menu, then selecting **Exit Saving Changes**.

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 104.

- For information on using alternate power sources, see "Using alternate power sources" on page 104.

- For information on monitoring the battery charge, see "Monitoring the battery charge" on page 102.

Customizing Your Computer

9

This chapter provides information about customizing your computer by changing settings in Windows and adding new hardware devices.

You can:

- Change screen and display settings
- Change the background and screen saver

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.

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 that the 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.

HelpSpot | For more information on adjusting the color depth, double-click the **HelpSpot** icon on your desktop.

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

2 Click/Double-click the **Display** icon. The Display Properties window opens.

3 Click the **Settings** tab.

4 Select a setting from the **Colors** list. For most purposes, the color depth should be 32-bit True Color.

5 If you want to save your changes, click **OK**. Windows tells you it will apply your changes when you click **OK** again.

6 Click **OK**.

Adjusting the screen area

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

HelpSpot

For more information on adjusting the screen area, double-click the **HelpSpot** icon on your desktop.

To change the screen area:

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

2 Click/Double-click the **Display** icon. The Display Properties window opens.

3 Click the **Settings** tab.

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

5 If you want to save your changes, click **OK**. Windows tells you it will apply your changes when you click **OK** again.

6 Click **OK**.

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.

HelpSpot **?**	For more information on applying a color scheme, double-click the **HelpSpot** icon on your desktop.

To select a color scheme:

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

2 Click/Double-click the **Display** icon. The Display Properties window opens.

3 Click the **Appearance** tab. If you want to apply one of Windows' color schemes, go to Step 6.

4 If you want to create a new scheme, select various items from the **Item** list and change their settings.

5 Click **Save As**, type a name for the new scheme, and then click **OK**.

6 Select a color scheme from the **Scheme** list. An example of the scheme appears in the window above the list.

7 Click **OK**.

Changing the desktop background

The Windows desktop background can be changed to either a picture or HTML document. Windows provides several background pictures. You can also use pictures or HTML documents that you have created or retrieved from other sources.

Important	If Active Desktop is turned on and you have chosen to display Web content, the standard desktop background will be partially or completely hidden, so you may not be able to see changes you have made in the background. For more information about Active Desktop, see HelpSpot.

HelpSpot	For more information on changing the desktop background, double-click the **HelpSpot** icon on your desktop.

To change the desktop background:

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

2 Click/Double-click the **Display** icon. The Display Properties dialog box opens.

3 Click the **Background** tab.
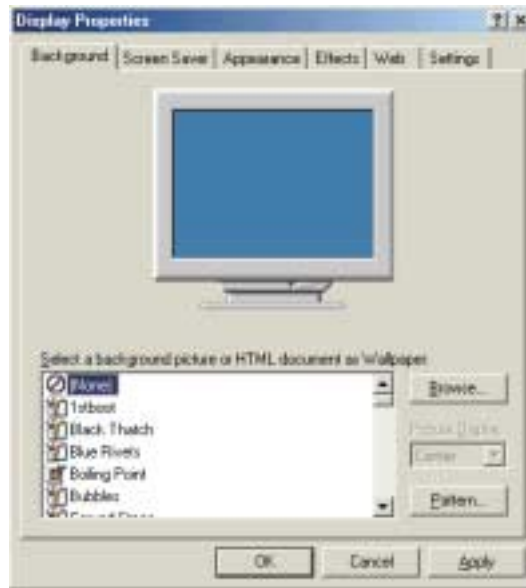
4 Select a background picture from the **Select a background picture or HTML document as Wallpaper** list.

- OR -

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

5 If you want the picture you chose to cover the entire screen, select **Tile** from the **Picture Display** list.

6 If the picture you chose does not cover the entire screen and you did not choose to tile the image in Step 5, you can change the solid color behind the picture by clicking **Pattern**, selecting a pattern from the **Pattern** list, then clicking **OK**.

7 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.

HelpSpot

For more information on changing the screen saver, double-click the **HelpSpot** icon on your desktop.

To select a screen saver:

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

2 Click/Double-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 password protect your screen saver, select the **Password protected** checkbox, click **Change**, type your password, confirm it, then click **OK**.

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**.

Upgrading Your Notebook

This chapter provides information about adding hardware devices to your notebook. Topics include:

- Adding PC Cards
- Replacing the hard drive
- Replacing memory

Adding PC Cards

Your notebook has a PC Card slot (also known as PCMCIA card slot). This slot accepts Type I and II cards.

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.

HelpSpot	For more information on adding PC Cards, double-click the **HelpSpot** icon on your desktop.

To insert a PC Card:

■ Push the card firmly into 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 Release the eject button by pressing the PC Card eject button once.

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

3 Reset the eject button by pressing the PC Card 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.

Before opening the computer case, 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.
- 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.

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

Replacing the hard drive kit

If you would like more hard drive capacity, you can replace your original drive with a higher-capacity drive from Gateway. To replace the drive, follow the instructions below.

To replace the hard drive kit:

1 Shut down your notebook and disconnect the AC power.

2 Close the LCD panel and turn the notebook over.

3 Remove the two screws that secure the hard drive kit to the notebook.
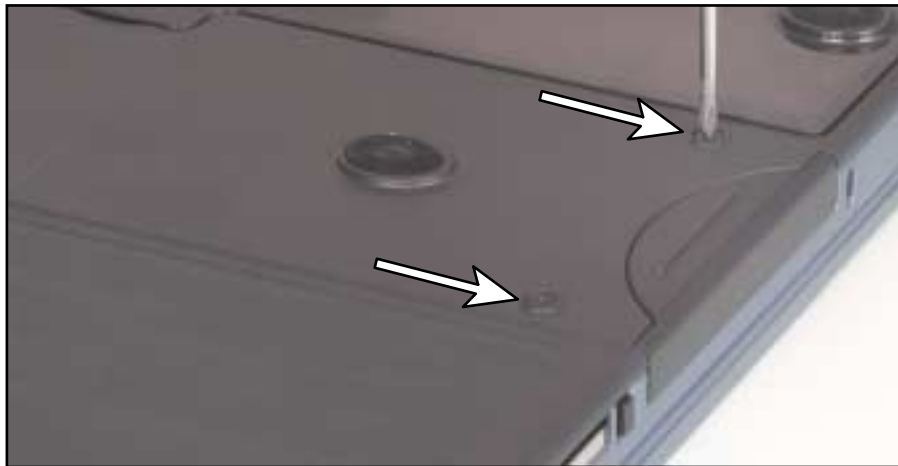
4 Slide the hard drive kit out of the hard drive bay.

5 Insert the new hard drive kit in the bay until the outer edge of the kit is flush with the side of the notebook.

6 Replace the two screws to secure the hard drive kit to the notebook.

Installing Memory and Replacing the Keyboard

To install memory:

1 Follow the instructions under "Removing the keyboard" on page 137.

2 Follow the instructions under "Replacing the memory" on page 142.

To replace the keyboard:

1 Follow the instructions under "Removing the keyboard" on page 137.

2 Follow the instructions under "Replacing the keyboard" on page 145.

Removing the keyboard

To remove the keyboard:

1 Follow the instructions under "Adding PC Cards" on page 132.

2 Shut down your computer and remove the battery.

3 Unplug the AC power adapter, then open the LCD panel.

Warning	To avoid injury, disconnect all power supply lines before removing the keyboard. Replace the keyboard before reconnecting power.

4 Straighten a paper clip and insert it into the small hole in the bezel just above the INS key.

5 While pressing the paper clip down with your right hand, use your left hand to slide the bezel 1/8 inch (3.3 mm) to the left and remove the bezel and paper clip.

6 With a small Phillips screwdriver, remove the four keyboard screws and place them in a safe place. Because the screws may differ in size, make note of which screw came from which hole.
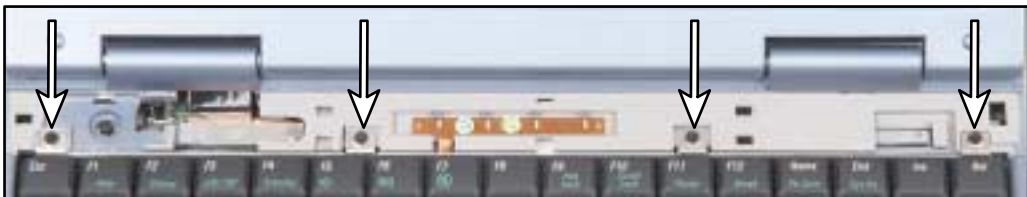
7 Remove the keyboard by raising the back edge, then slowly sliding it toward the LCD panel and rotating it forward so it lays on the notebook. Be careful to not damage the LCD panel.
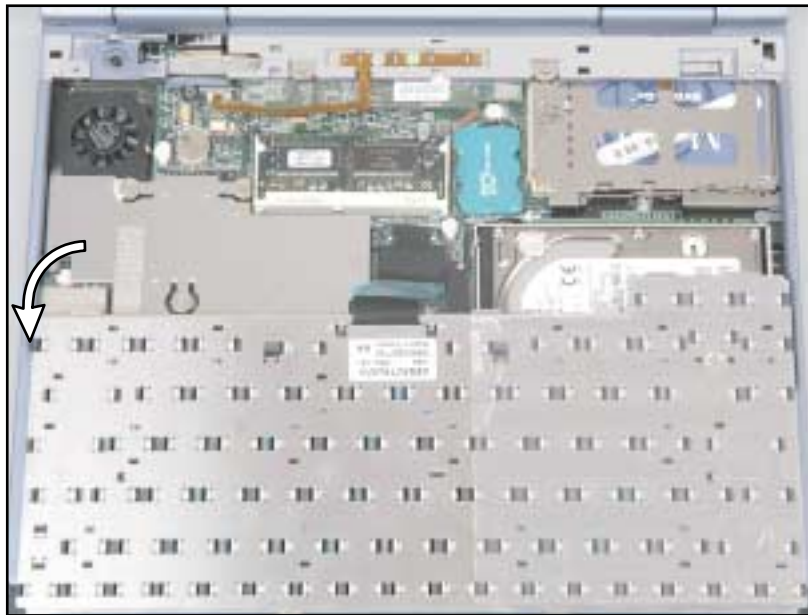
Removing the keyboard exposes the following replaceable components:

Memory
module slot

Keyboard
connection
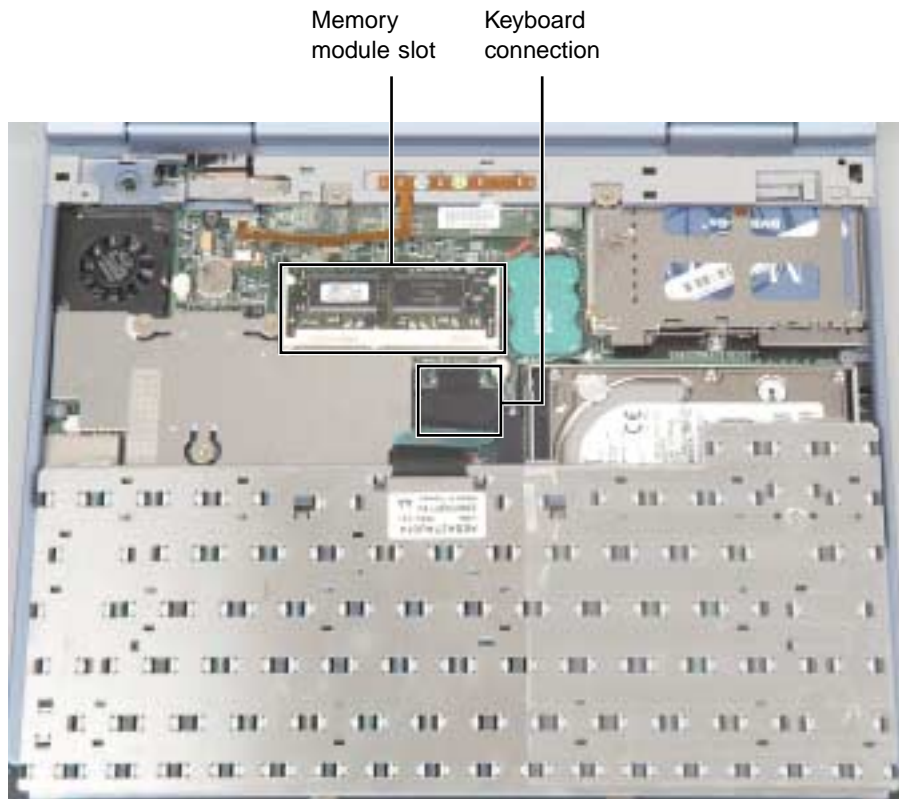
Replacing the memory

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 the memory slot.

To replace the memory module:

1 Remove the keyboard by following the instructions under "To remove the keyboard:" on page 137.

2 Replace the memory module by gently pressing outward on both clips at either end of the memory module until the module tilts upward.
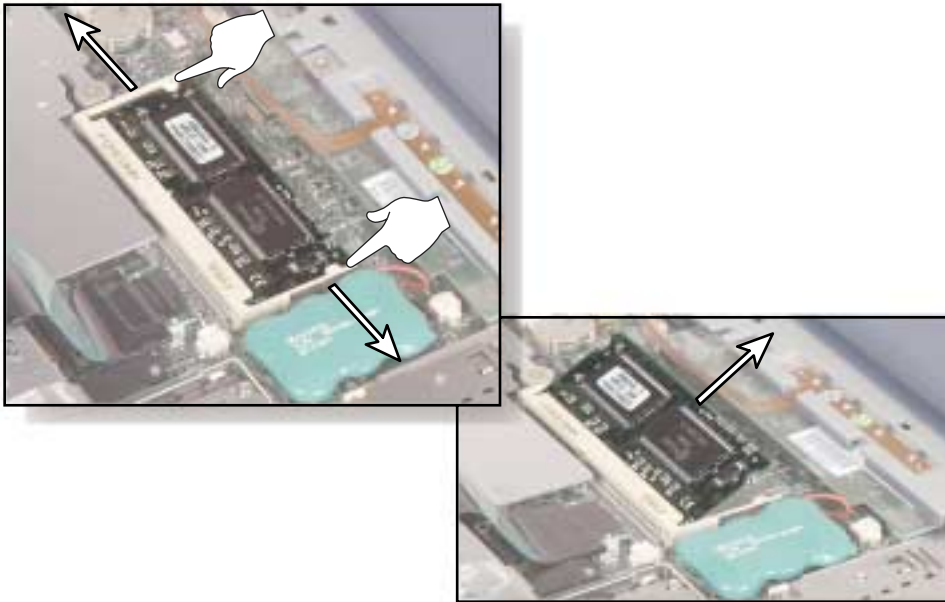
3 Pull the memory module out of the slot.

4 Hold the replacement module at a 30-degree angle and slide it into the empty memory slot.
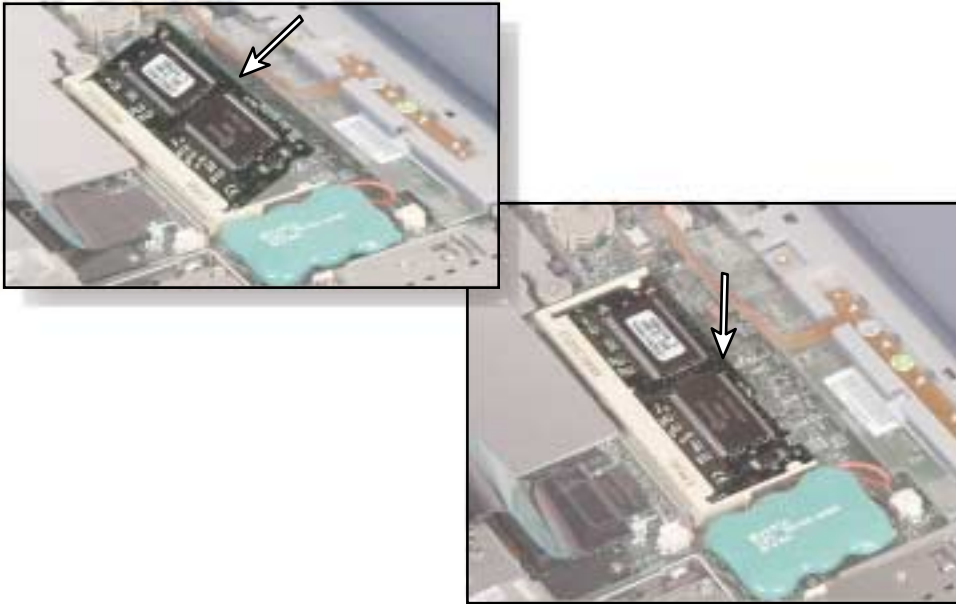
5 Gently push the module down until it clicks in place.

6 Rotate the keyboard toward the LCD panel until the keyboard is almost face-up, then insert the front of the keyboard under the palm rest.

7 Gently press the keyboard down until it is flat all the way across. The keyboard should easily fall into place.

8 Replace the four keyboard screws.

9 Lay the bezel back in place so it overhangs the left side of your notebook about 1/8 inch (3.3 mm).

10 While pressing down on the bezel with your fingers positioned as shown, slide the bezel to the right until it clicks into place.

The bezel is correctly mounted when each end is flush with the notebook case and the bezel is flat all the way across. If the bezel is not flat, you should follow "Removing the keyboard" on page 137 to remove the bezel again, then follow Steps 7-8 to replace the bezel.

Warning	If the bezel is not correctly replaced, your notebook could be damaged when you try to close the cover.

Replacing the keyboard

To install a new keyboard:

1 Remove the old keyboard by following the instructions under "To remove the keyboard:" on page 137.

2 Disconnect the keyboard by lifting the keyboard connector using two fingers. Be careful to not touch or damage any other components.
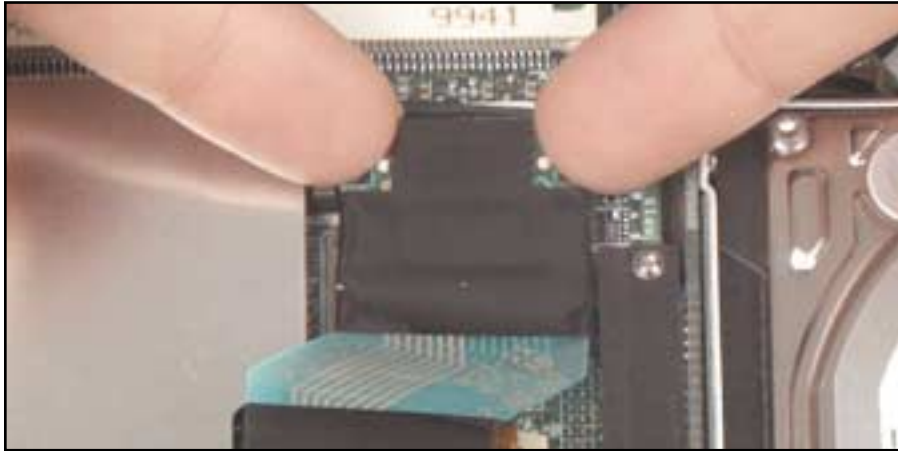
3 Connect the new keyboard by placing it face-down on the notebook, then inserting the keyboard plug into the keyboard connector.
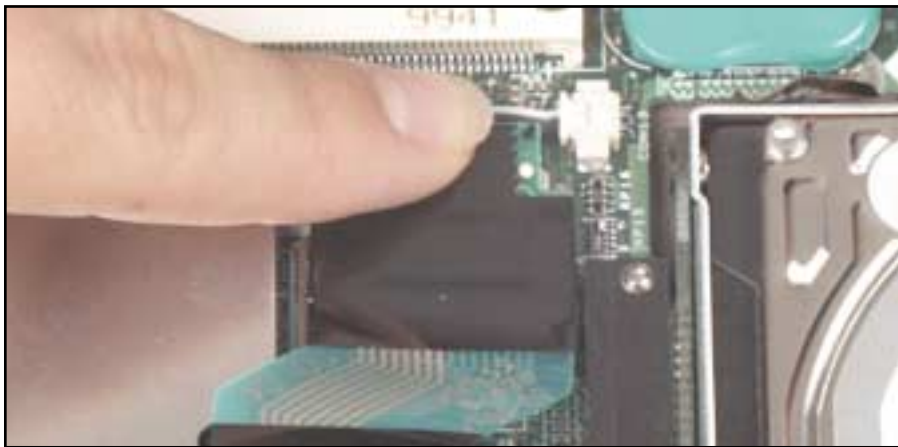
4 Rotate the keyboard toward the LCD panel until the keyboard is almost face-up, then insert the front of the keyboard under the palm rest.

5 Gently press the keyboard down until it is flat all the way across. The keyboard should easily fall into place.

6 Replace the four keyboard screws.

7 Lay the bezel back in place so it overhangs the left side of your notebook about 1/8 inch (3.3 mm).

8 While pressing down on the bezel with your fingers positioned as shown, slide the bezel to the right until it clicks into place.

The bezel is correctly mounted when each end is flush with the notebook case and the bezel is flat all the way across. If the bezel is not flat, you should follow "Removing the keyboard" on page 137 to remove the bezel again, then follow Steps 7-8 to replace the bezel.

Warning

If the bezel is not correctly replaced, your notebook could be damaged when you try to close the cover.

Using the Port Replicator

11

The optional port replicator gives you a convenient way to attach external devices such as a monitor, a full-size keyboard, or an AC power adapter.

Although devices can be attached directly to the ports on the notebook, the port replicator lets you make all of those connections in one step. The port replicator also gives you access to additional ports not found on the notebook.

Connections

Power connector | Serial port | Microphone jack | Line out jack | Ethernet jack | USB port | Modem jack | Monitor port | Parallel port | Mouse port | Keyboard port | External drive connector

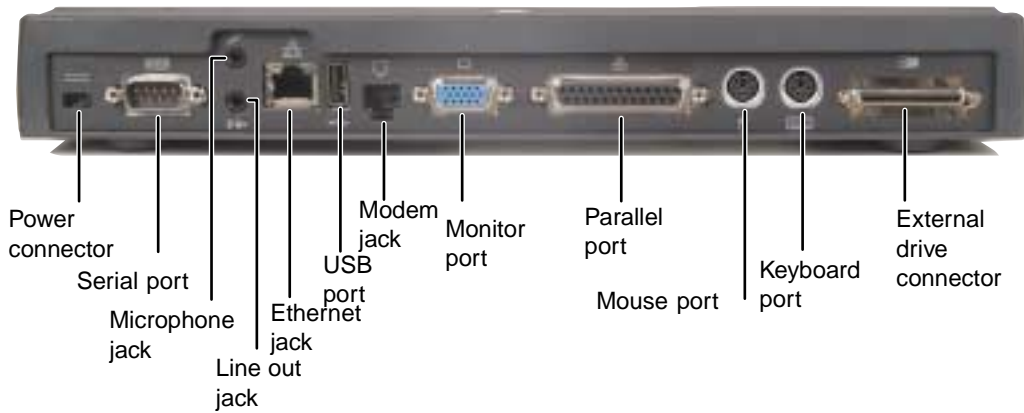| Component	Icon	Description
Power connection	‒‒‒	Plug the AC power adapter into this connection. Use only the Solo 3350 power adapter.
Serial port	|OIOI|	Plug a serial device (such as a serial camera) into this port.
Microphone jack		Plug a microphone into this jack. While the external microphone is connected, the built-in microphone is turned off.
Line out jack	((→)►	Connect an external audio device (such as a stereo) to this jack so you can play your notebook audio through that device.
Ethernet jack		Plug an Ethernet 10/100 network cable into this jack.
USB port	●⟵	Plug a USB device (such as a USB scanner) into this port. When the notebook is docked, only the USB port on the port replicator is available.
Modem jack		Plug a modem cable into this jack.

Component	Icon	Description
Monitor port		Plug an external VGA monitor into this port.
Parallel port		Plug a parallel device (such as a printer) into this port.
Mouse port		Plug a PS/2 mouse into this port.
Keyboard port		Plug a PS/2 keyboard into this port.
External drive connection		Plug the external drive cable into this connection.

Connecting to the port replicator

You can attach your notebook to the port replicator while your notebook is off, on, or in Standby/Suspend mode.

To attach your notebook to the port replicator:

1 Connect external devices to the ports on the port replicator.

2 Close the notebook's LCD panel, then gently press the back of the notebook down onto the replicator until it locks into place.

If you have difficulty attaching the notebook to the replicator, remove the notebook and look for anything that might be interfering with the connection, then try again.

3 Open the LCD panel and resume your work.

Important	The notebook may detect additional devices and add drivers after being attached to the port replicator. This process must be completed for components to work properly. Follow any on-screen instructions, if necessary.

To separate the notebook from the port replicator:

1 Click **Start**, then select **Eject PC**. The Eject PC menu item appears in the Start menu only while the notebook is docked.

2 Firmly press down on the replicator's release buttons with your thumbs.

3 While holding down the release buttons, place your fingers under the notebook and gently lift it off the replicator.

Networking Your Home

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

This chapter contains information about:

- Benefits of a home network
- The Gateway Connected Home
- Connection types
- Your connected home shopping list

Using a home network

A home network lets you:

- Share a single Internet connection
- Share MP3 audio and MPEG video files
- Share computer drives
- Share a printer or scanner
- Play multi-player games

Sharing a single Internet connection

A home 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 America Online for Home Networks. This service allows more than one of your screen names to be online through your home network at one time.

Sharing MP3 audio and MPEG video files

With a home network, you can store MP3 audio and MPEG video files on any networked computer, then play them on any of the other computers or devices connected to your home network. Add a digital music player such as the Gateway Connected Music Player, and you can integrate your home stereo system into your network as well.

Sharing drives

With a home 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 remote computer on the network to a drive on a local computer, and access the file as if it were located on the hard drive of the computer you are using.

Sharing a printer or scanner

Each computer that is connected to the home network can share the same printer or scanner. 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.

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.

Introducing the Gateway Connected Home

The Gateway Connected Home connects all your computers and other devices so that you can share files, programs, peripherals, and much more from any computer in your house. The picture below shows an example Gateway Connected Home.
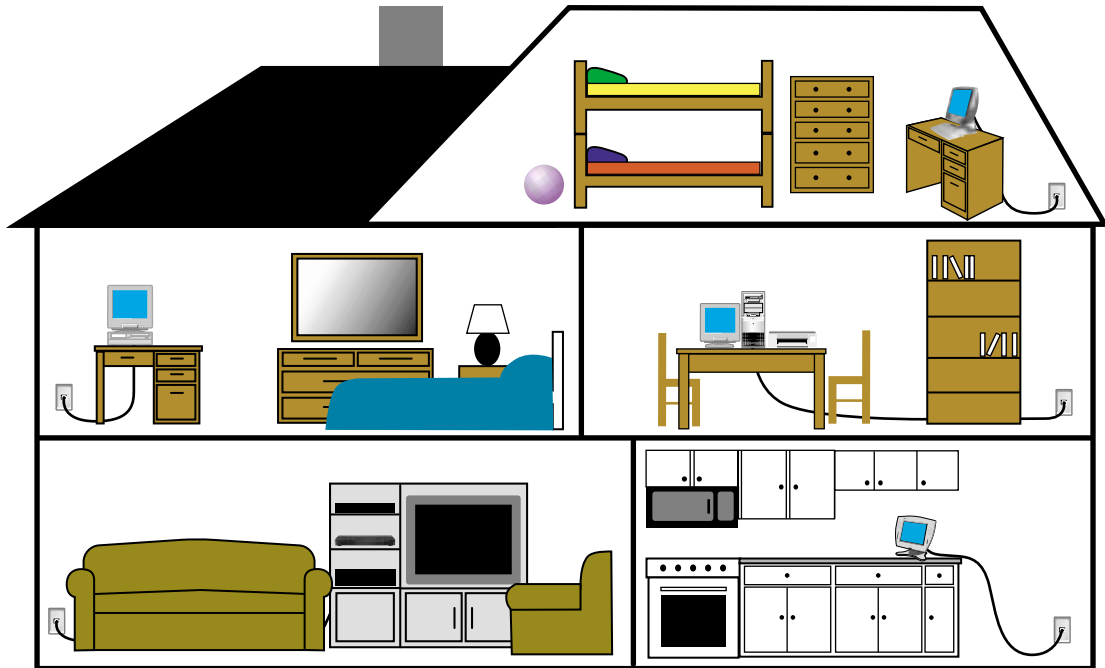
Components of a Gateway Connected Home

The Gateway Connected Home begins with two computers and a connection. From there, you can add computers and devices to fit your specific needs. You can connect:

■ Any or all of your connected computers to your Internet connection simultaneously.

■ A Gateway Connected Touchpad to your connected home so that more than one screen name can log onto America Online simultaneously.

■ Your notebook computer to your connected home so you can share files and print at home.

■ A Gateway Connected Music Player to your connected home to play MP3 audio files, located on any connected computer, anywhere in your home, either through your stereo system or through powered speakers.

Selecting a connection

One of the biggest decisions you will need to make when creating your Gateway Connected Home is what type of connection you will use. Gateway supports two types of wired connections, HPNA and Ethernet.

What are HPNA and Ethernet?

HPNA

Creating an HPNA connected home 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 connected home 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 connected home.

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

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 connected home, you or your electrician must install special cables in your home. 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. Your municipality may require you to obtain a permit and hire a licensed installer.

Assessing your connection needs

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

An HPNA connected home is appropriate if:

- Your home has a telephone jack with the same phone 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

- Your connection needs are less than 8000 Kbps (see "Comparing data transfer speed" on page 160)

An Ethernet or Fast Ethernet connected home 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 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

Comparing data transfer speed

When deciding between HPNA and Ethernet, compare the different data transfer speeds provided by each to the programs you plan to run in your connected home. The following table shows programs that you may run in your home and the connection speed each requires.

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

Source: *Computer Shopper, January 2001*

The following table shows the Gateway-supported connected home type and the maximum speed each will attain.

Connection Type	Typical Maximum Speed
HPNA 1.0	700 Kbps
USB-based HPNA 2.0	4500 Kbps
PCI-based HPNA 2.0 or standard Ethernet	8000 Kbps
Fast Ethernet	up to 100,000 Kbps

Source: *Computer Shopper, January 2001*

When comparing the speed at which your connected home 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 in your connected home.

For example, you have stored several MP3 audio files in your connected home. You typically play music on your Gateway Connected Music Player, and at the same time your teenager may play music on another computer. 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 both HPNA 2.0 and standard Ethernet can handle most programs in a connected home. If you anticipate using a combination of programs that regularly exceed 8000 Kbps, you should consider installing Fast Ethernet for your connection.

Connected home shopping list

Use the following shopping lists when purchasing equipment for your connected home.

HPNA

For an HPNA connected home you need:

■ An HPNA card installed in each computer

   - OR -

   HPNA/V.90 combination card installed in each computer

   - OR -

HPNA card

   A USB HPNA adapter attached to each computer

■ Telephone cable going from each computer to the closest telephone jack

USB HPNA adapter

Important	Your Gateway computer may already have a factory installed HPNA/V.90 combination card.
✅	All HPNA components should be HPNA 2.0. A mixture of HPNA 1.0 and HPNA 2.0 components will result in your connected home running at the slower HPNA 1.0 speed.

Ethernet

For an Ethernet connected home you need:

- An Ethernet card installed in each computer

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

Ethernet card and hub

- 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 connected home running at the slower speed.

For more information

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

Maintaining Your Computer

13

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

Caring for your computer

Here are ways 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 light is on because data on the hard drive could be lost or corrupted.

- Avoid subjecting your computer to extreme temperature changes. The case 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. 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 167
Check for viruses		X	X	page 169
Manage hard drive space			X	page 171
Clean up hard drives		X	X	page 172
Scan hard drive for errors		X	X	page 173
Defragment hard drive		X	X	page 175
Back up files		X	X	page 177
Recalibrate the battery			X	page 179
Clean computer case			X	page 180
Clean keyboard			X	page 181
Clean screen			X	page 181
Clean mouse			X	page 181

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.

HelpSpot

For more information on creating an emergency startup diskette, double-click the **HelpSpot** icon on your desktop.

To create an emergency startup diskette:

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

2 Click/Double-click **Add/Remove Programs**. The Add/Remove Programs Properties dialog box opens.

3 Click the **Startup Disk** tab.

4 Click **Create Disk**. A message tells you to label a new diskette and insert it into the diskette drive.

5 Place a new, labeled diskette into the diskette drive.

6 Click **OK**. Windows copies files to the emergency startup diskette.

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

8 You should write-protect the diskette, which will prevent the diskette from being erased or infected by viruses, by sliding the tab that is at the top of the diskette to the up position.

Not write-protected   Write-protected
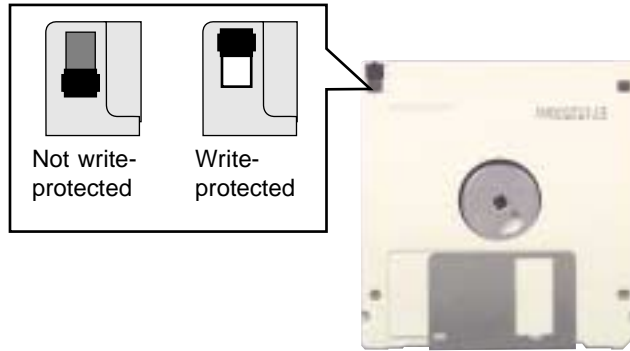
9 Store your emergency startup diskette in a safe place with your other backup software media.

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.

HelpSpot | For more information on protecting your computer from viruses, double-click the **HelpSpot** icon on your desktop.

To scan for viruses:

1 Click **Start**, then select **Programs**, **Norton AntiVirus**, then **Norton AntiVirus**. Norton AntiVirus opens.

2 Click **Scan for Viruses**.

3 Select the type of scan you want to make in the Scan area, then click **Run Scan Now**.

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.

If the virus cannot be removed or has damaged your files, use Gateway GoBack (available on selected systems) to return your computer to its previous working condition.

You should periodically update your Norton AntiVirus program to protect against the latest viruses.

To update Norton AntiVirus:

1 Click **Start**, then select **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 is done updating, click **Finish**.

Managing hard drive space

Windows provides several utilities you can use to manage your hard drive space and keep your hard drive running efficiently.

Checking hard drive space

In Windows, you can see a chart of the available hard drive space.

HelpSpot | For more information on checking hard drive space, double-click the **HelpSpot** icon on your desktop.

To check hard drive space:

1 Double-click the **My Computer** icon. The My Computer window opens.

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 uneeded files such as temporary Windows files to free hard drive space.

To use Windows Disk Cleanup program:

1 Double-click the **My Computer** icon. 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**.

Scanning the hard drive for errors

The ScanDisk program examines the hard drive for surface errors and file and folder problems. ScanDisk corrects these problems so that Windows and other programs run efficiently.

If you use your computer several hours every day, you probably want to run ScanDisk once a week. On the other hand, if you use your computer less frequently, once a month may be adequate. Also use ScanDisk if you encounter hard drive problems.

HelpSpot

For more information on using ScanDisk, double-click the **HelpSpot** icon on your desktop.

To run ScanDisk:

1 Double-click the **My Computer** icon. The My Computer window opens.

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**. The ScanDisk dialog box opens.

5 Select the options to use, then click **Start**. For help, press F1. ScanDisk 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 ScanDisk has finished checking the drive for errors, it provides a summary of the problems that it found.

7 Click **Close**.

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 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, touchpad, or mouse because using them may 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.

HelpSpot | For more information on defragmenting your hard drive, double-click the **HelpSpot** icon on your desktop.

To run Disk Defragmenter:

1 Double-click the **My Computer** icon. The My Computer window opens.

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.

Local Disk (C:) Properties dialog box showing the Tools tab. The dialog contains an "Error-checking status" section with the message "Windows was unable to determine when you last checked this drive for errors." and a "Check Now..." button. Below is a "Defragmentation status" section with the message "Windows was unable to determine when you last defragmented this drive." and a "Defragment Now..." button. At the bottom are OK, Cancel, and Apply buttons.

4 Click **Defragment Now**.

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

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

6 If you want to defragment another drive, click **No** then follow the on-screen instructions.

- OR -

If you do not want to defragment another drive, click **Yes**.

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 diskettes or a writable CD, if you have a CD-R or CD-RW drive. Use diskettes or writable CDs to do partial backups of selected files or folders. Use a backup device such as a CD-R, CD-RW, or Zip drive, or other high-capacity backup device 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.

Gateway GoBack (available on selected models) also provides file recovery features for files that have been lost in the last few days.

HelpSpot	For more information on Gateway GoBack, double-click the **HelpSpot** icon on your desktop.

Using Maintenance Wizard

The Maintenance Wizard lets you schedule maintenance tasks such as running Disk Defragmenter and ScanDisk and deleting unnecessary files.

HelpSpot

For more information on using the Maintenance Wizard, double-click the **HelpSpot** icon on your desktop.

To start the Maintenance Wizard:

1 Click **Start**, then select **Programs**, **Accessories**, **System Tools**, then **Maintenance Wizard**. The Maintenance Wizard dialog box opens.
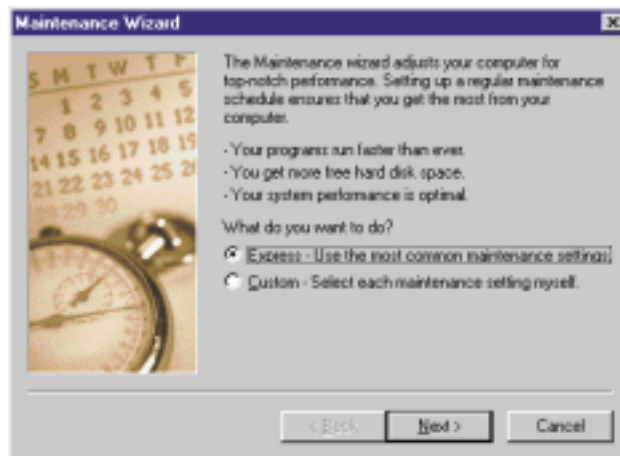
2 Select the Maintenance Wizard options that suit your preferences. Remember that your computer must be on during scheduled maintenance tasks.

Recalibrating the battery

If your notebook goes into Standby mode while you are working on your notebook but the battery is not low, you need to recalibrate your battery. You should also recalibrate the battery once a year to maintain the accuracy of the battery gauge.

To recalibrate the battery:

1 Connect AC power and turn on your notebook.

2 When you see a startup screen, press F2. The BIOS Setup utility window opens.

3 Open the **Advanced** menu.

4 Highlight **Battery Auto-Learning**, then select **Enabled** by pressing the spacebar.

5 Open the Exit menu, then highlight **Exit Saving Changes** and press **Enter**. The battery learning process begins and a screen opens showing you the progress of the battery learning process. The entire process will take several hours.

6 When the battery has been fully recalibrated, the prompt "Press [Esc] key to exit!" appears.

7 Press ESC. The battery learning program closes.

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 possible injury from electrical shock, unplug the power cord and modem cable from the wall outlets.

Always turn off the computer and other peripherals 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 your components.

Your computer is cooled by air drawn in 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 the inside of the computer.

Cleaning the keyboard

You should clean the keyboard occasionally to free it of dust and lint trapped under the keys. The easiest way to do this is to blow dirt from under the keys using an aerosol can of air with a narrow, straw-like extension.

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.

HelpSpot ❓ | For a video demonstration on cleaning the mouse, double-click the **HelpSpot** icon on your desktop.

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.

Using Gateway GoBack

14

Gateway GoBack, along with the *System Restoration Kit*, can help you:

- Recover a file you deleted
- Recover a file you saved over
- Troubleshoot Windows startup problems
- Return your computer to a previous working condition

About Gateway GoBack

Gateway GoBack is a program that lets you go back to recover deleted files, undo changes to programs or files, or return your operating system to an earlier state. It does this by reserving part of your hard drive to store information and data each time you make a change or when there is no activity on your hard drive. After your hard drive changes, Gateway GoBack automatically creates *Safe Points* on your hard drive that you can return your computer to.

You can restore individual files, or you can return your computer to the way it was five minutes ago, an hour ago, or even a week ago by going back to a Safe Point.

Important ✓	Gateway GoBack cannot recover files or programs from a hard drive that has mechanical problems. To ensure against losing data because of hard drive failure, you should back up your data using a tape backup unit or high capacity disks.

HelpSpot ?	For more information on Gateway GoBack, double-click the **HelpSpot** icon on your desktop.

If you…	See…
▪ Deleted a file by mistake ▪ Saved over a file by mistake	"Recovering a file" on page 186.
▪ Installed a program or made a change to a file and your computer is not working as it used to ▪ Downloaded a virus to your computer from the Internet ▪ Deleted an important system file	"Going back to an earlier hard drive state" on page 189.
▪ Are not able to start Windows	"Using Gateway GoBack if your computer will not start" on page 191.
▪ Plan to upgrade or reinstall your operating system ▪ Need to repartition or reformat your drive	"Turning off Gateway GoBack" on page 193.
▪ Need to start up from a diskette	"Starting your computer using a diskette" on page 197.

Using Gateway GoBack

If you have never used Gateway GoBack before, you may want to view a short video that explains what Gateway GoBack is and how to use it. To start the video, double-click the **Gateway GoBack** icon on your desktop, then click **Watch a short video...** in the GoBack Main Menu dialog box.

Gateway GoBack is not supported on drives compressed with a disk-level compression utility such as DriveSpace or DoubleSpace. However, Gateway GoBack is compatible with file-level compression utilities such as PKZIP, WINZIP, and ARJ.

If you use Norton Speed Disk, make sure that hidden and system files are marked as "unmovable" in Speed Disk's performance option. See the Norton Speed Disk documentation for instructions on how to make those files unmovable.

If Gateway GoBack does not fix a problem and you have tried the troubleshooting techniques earlier in this chapter, then you may need to reinstall Windows and device drivers using the *System Restoration Kit*. For information, see "Reinstalling Device Drivers" on page 205.

HelpSpot

For more information on Gateway GoBack, double-click the **HelpSpot** icon on your desktop.

Recovering a file

To recover an older version of an existing file:

1 Use My Computer or Windows Explorer to locate the file you want to recover.

2 Right-click the file, select **Show Revisions**, then select the version you want to recover.

To recover a deleted file or an older version of an existing file:

1 Double-click the **Gateway GoBack** icon on your desktop or on the taskbar.

- OR -

Click **Start**, then select **Programs**, then **Gateway GoBack by Adaptec**.

The GoBack Main Menu dialog box opens.

2 Click **Recover a deleted file, or get back an earlier version of a changed file**. The GoBack File Recovery window opens.
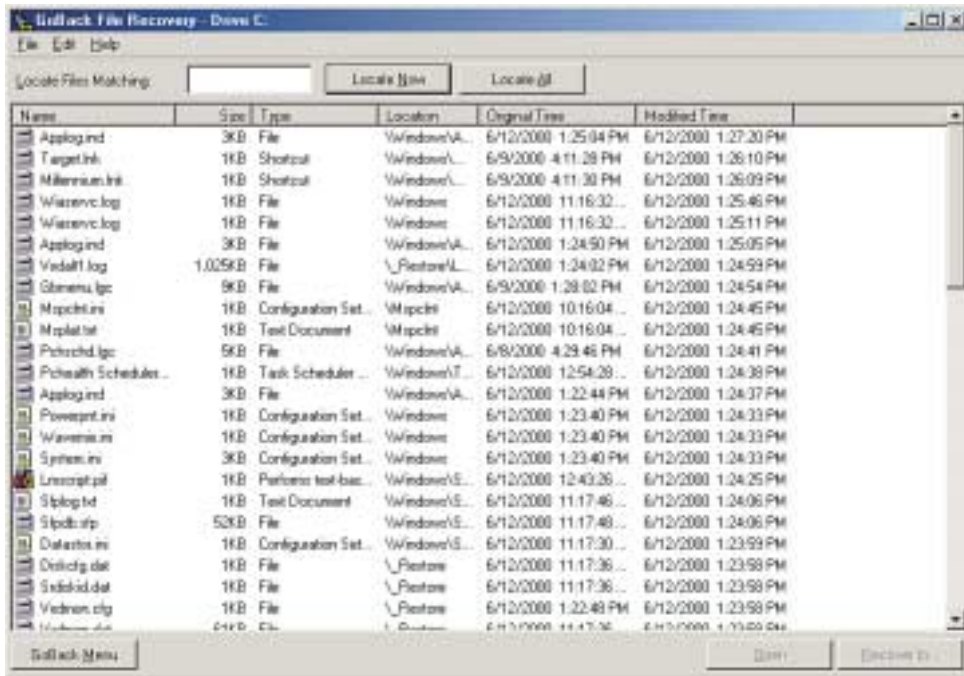
3 In the list of files and folders, select the file or folder that you want to recover.

Important

The files and folders displayed in the window are on your C: drive. If you have multiple drives, click the **File** menu and select the drive where the file or folder you want to recover was located.

4 Click **Recover To**. The **Recover To** dialog box opens.

5 Normally, you will want to save a recovered file to its original location, which the Recover To window opens to automatically. However, if you want to save the recovered file to a different location, choose the location by selecting the drive and folder from the **Save in** list or from the list in the dialog box.

Important	If you recover the file to a location other than that indicated by the **Save in** list and that file is part of a program that you need to recover, the program may not work correctly.

6 Click **Save**. Gateway GoBack recovers the file.

7 If you want to recover additional files, repeat Steps 3 through 7 for each file or folder you want to recover.

8 When you are finished recovering files, select **File**, then **Exit**.

9 In the Gateway GoBack Main Menu, click **Close**.

Going back to an earlier hard drive state

If your computer has stopped working properly because of a software problem, a change in settings, or a virus, you can use Gateway GoBack to revert your hard drive to a point before the problem started.

To revert your hard drive:

1 Double-click the **Gateway GoBack** icon on your desktop or on the taskbar.

- OR -

Click **Start**, then select **Programs**, then **Gateway GoBack by Adaptec**.

The GoBack Main Menu dialog box opens.
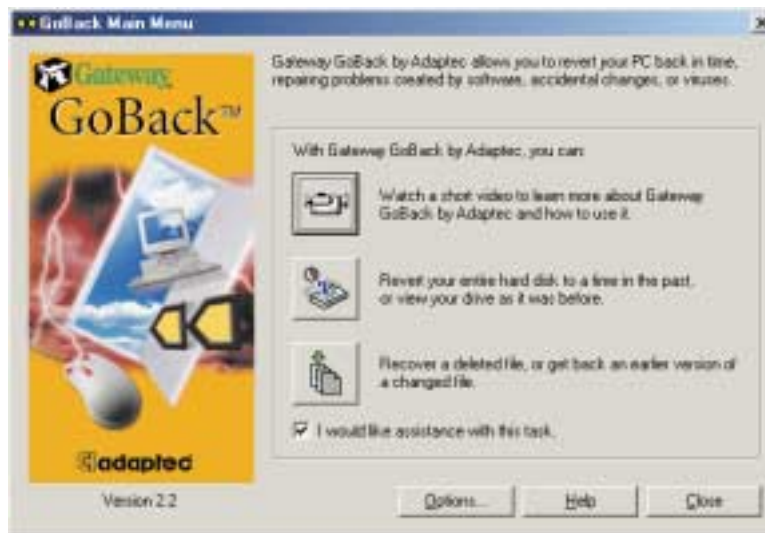
2 Click **Revert your entire hard disk to a time in the past, or view your hard drive as it was before**. The GoBack Drive window opens.
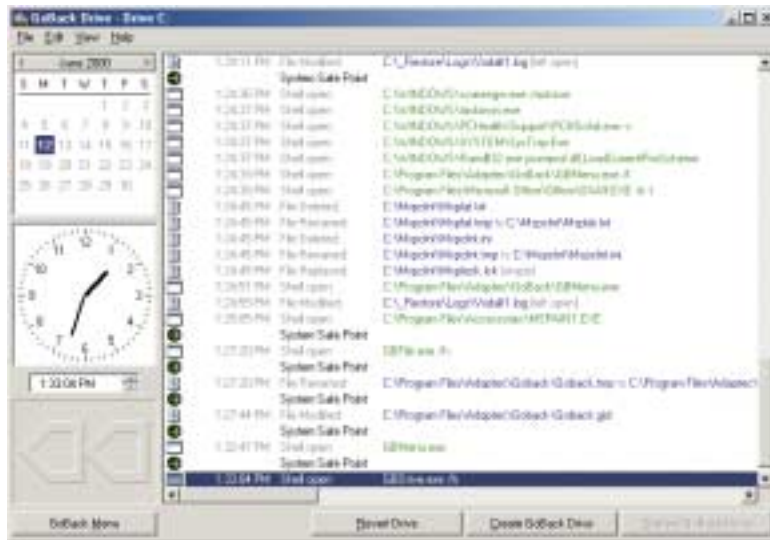
3 Review the event list to see events that made changes to your computer such as saving or deleting files or installing or deleting programs.

Each event has an icon in the left column of the event list that shows what kind of event it is. See "Working with the Event List" in the online help for information about the event icons.

Important

The event list displayed in the window is for your C: drive. If you have multiple drives, click the **File** menu and select the drive for the event list you want to view.

4 Select the date and time on the calendar and clock that you want your hard drive to go back to. Gateway GoBack selects the Safe Point that is nearest to that time.

5 Click **Revert Drive**. Gateway GoBack restarts your computer and sets your hard drive up as it was at the Safe Point.

Using Gateway GoBack if your computer will not start

If your computer crashes or Windows has trouble starting, you can still use Gateway GoBack to return your computer to an earlier working state.

If you have more than one hard drive protected by Gateway GoBack, all of the protected drives are reverted to the same point.

To revert your hard drive so you can start Windows:

1 Start your computer. The GoBack screen opens and a progress bar shows how long the screen will remain open.
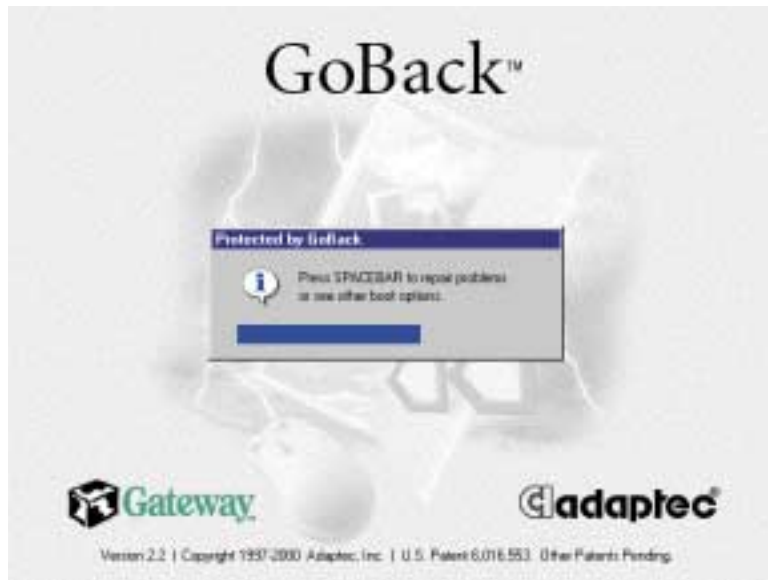
2 Immediately press the spacebar. The GoBack Boot Menu opens.

3 Click **Revert Drive**. Gateway GoBack searches the hard drive, then a dialog box displays the Safe Points.

4 Click the Safe Point that Gateway GoBack recommends.

- OR -

Select a time before or after the recommended time.

5 Click **Revert**.

6 When Gateway GoBack asks you if you want to proceed, click **Yes**. Gateway GoBack reverts your hard drive and restarts your computer.

🎲

If your computer does not start correctly, repeat this procedure but revert your hard drive to an earlier Safe Point.

Turning off Gateway GoBack

You can turn off Gateway GoBack either during startup or when Windows is running.

Caution

When you turn off Gateway GoBack, all of the information about your computer that Gateway GoBack has tracked is discarded. You will only be able to revert your hard drive or retrieve files from the information that Gateway GoBack creates after it is turned on again.

Turn off Gateway GoBack before you:

- Reload or upgrade Windows
- Start your computer and access files using an alternate operating system
- Use the *System Restoration Kit* to partition or format your drive
- Use the *System Restoration Kit* to reinstall your operating system and hardware drivers.

To turn off Gateway GoBack during start up:

- Start your computer, press the spacebar when the Gateway GoBack screen opens, then click **Disable GoBack**. Your computer starts with Gateway GoBack turned off.

1 Double-click the **Gateway GoBack** icon on your desktop. The GoBack Main Menu opens.

2 Click **Options**. The GoBack Options dialog box opens.

3 Click **Disable GoBack**.

4 Click **Yes**. Your computer restarts with Gateway GoBack turned off. Each time you restart your computer, you have the option to turn on Gateway GoBack and resume tracking changes.

Clearing Gateway GoBack history

If you do not want anyone to see files that have been on your computer (for example, confidential documents that you have worked on) you can clear Gateway GoBack's history.

Caution

⚠️

When you clear your Gateway GoBack history file, all history data is deleted. You will only be able to revert your hard drive or retrieve files from the new history file that Gateway GoBack creates when you begin working on the computer again.

To clear Gateway GoBack history:

1 Double-click the **Gateway GoBack** icon on your desktop or on the taskbar.

- OR -

Click **Start**, then select **Programs**, then **Gateway GoBack by Adaptec**.

The GoBack Main Menu dialog box opens.
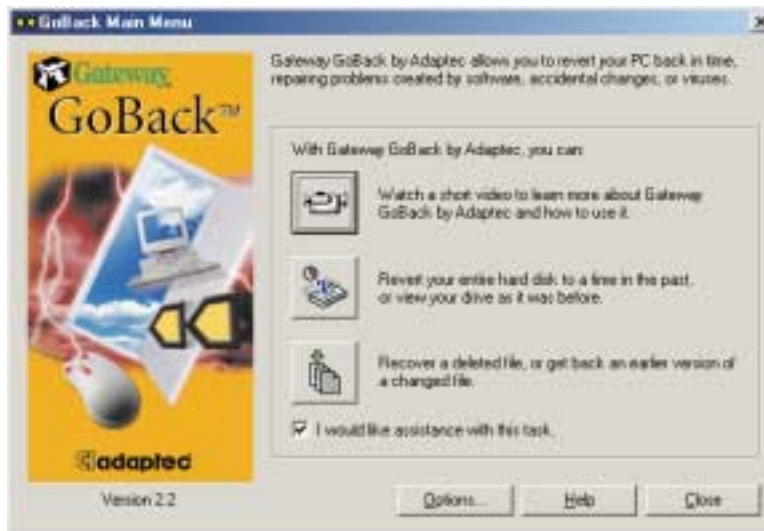
2 Click **Options**. The GoBack Options dialog box opens.

3 Click the **History** tab.

4 Click **Clear GoBack History**.

Starting your computer using a diskette

Some programs and games require you to start (*boot*) your computer using a special diskette. Gateway GoBack lets you use this diskette and still maintain Gateway GoBack protection.

To start your computer using a program startup diskette:

1 Start your computer. The GoBack screen opens and a progress bar shows how long the screen will remain open before Windows continues loading.
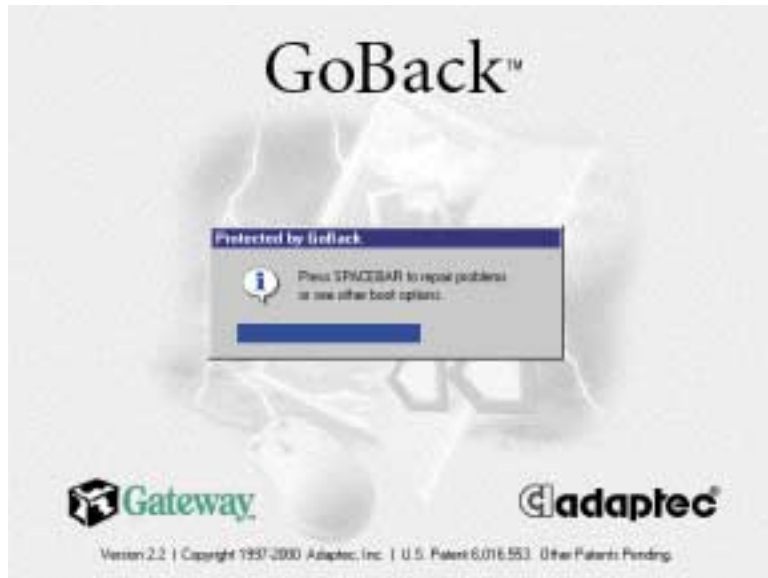
2 Immediately press the spacebar. The GoBack Boot Menu opens.

3 Insert the program or game diskette into the diskette drive, then click **Boot from floppy**. Your computer starts by using the diskette.

Important	If you start your computer using a startup diskette, you must click **Boot from floppy** on the GoBack Boot Menu or you will not be able to access your GoBack-protected hard drives.

Changing Gateway GoBack's storage capacity and location

If you want to adjust the amount of space allocated to Gateway GoBack history storage or change the location where Gateway GoBack stores this information, you need to uninstall and reinstall Gateway GoBack.

Caution

⚠️

When you uninstall Gateway GoBack, all of the information about your computer that Gateway GoBack tracked is discarded. You will only be able to revert your hard drive or retrieve files from the information that Gateway GoBack creates after it is reinstalled again.

During installation, you will need to set aside part of your hard drive so that Gateway GoBack can store data. If you select **Easy Install** when you install Gateway GoBack, you set aside approximately 10 percent of your hard drive for Gateway GoBack to use.

Approximately one week's data can be stored with this setting. However, the amount of drive information that Gateway GoBack can store depends on how much you use the computer, so you may need to set aside a larger part of your hard drive for storage.

To uninstall and reinstall Gateway GoBack:

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

2 Click/Double-click the **Add/Remove Programs** icon. The Add/Remove Programs dialog box opens.

3 Select **GoBack** from the list, then click **Add/Remove**.

4 Follow the on-screen instructions. Gateway GoBack restarts your computer.

5 After your computer has restarted, place *Disc 3* of the *System Restoration Kit* into your CD/DVD drive. The System Restoration program starts.

- OR -

If the program does not start automatically, click **Start**, then select **Run**. In the Run dialog box type **D:\RUNMENU.EXE** (where D is the drive letter of your CD/DVD drive), then click **OK**. The System Restoration program starts.

6 Click the **Reinstall** tab.

7 Select **Manual Installation**.

8 Select **GoBack**.

9 Click **Install**.

10 The setup wizard guides you through the installation process, then the Gateway GoBack icon appears on your desktop and on your taskbar.

Updating your Gateway GoBack software

Gateway GoBack can automatically check the Internet for updates to the program.

To have Gateway GoBack check for updates:

1 Double-click the **Gateway GoBack** icon on your desktop or on the taskbar.

- OR -

Click **Start**, then select **Programs**, then **Gateway GoBack by Adaptec**.

The GoBack Main Menu dialog box opens.
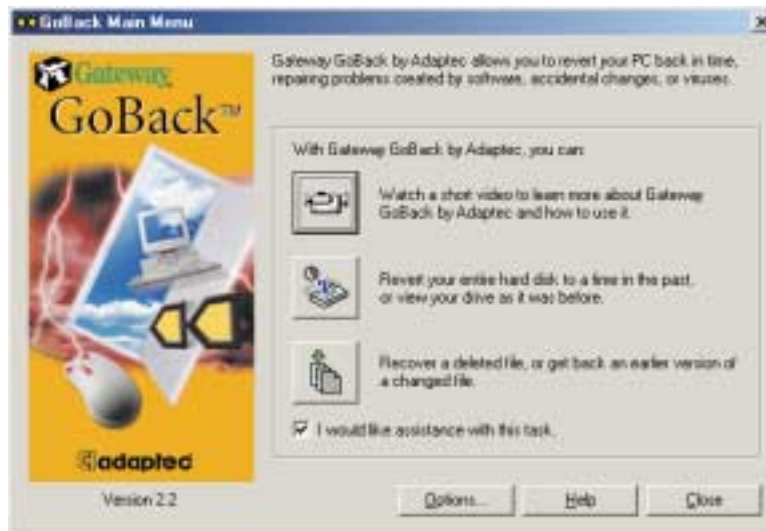
2 Click **Options**. The GoBack Options dialog box opens.

3 Click the **Internet** tab.

4 Select **Periodically check the Internet for important GoBack information or updates**.

5 On the **Internet** tab, click **View Updates**. Your Internet browser opens and connects to the GoBack update Web site. The site informs you if there are updates available.

6 Click **OK**.

Getting help

If you need more information on how to use Gateway GoBack, you can get help by:

■ Clicking **Help** in the GoBack Main Menu.

■ Selecting a help option from the **Help** menu in the GoBack Drive window.

HelpSpot

For more information on Gateway GoBack, double-click the **HelpSpot** icon on your desktop.

Reinstalling Device Drivers

15

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 have reinstalled Windows NT 4.0
- If you see a message indicating that there is a problem with a device driver

This chapter provides instructions for reinstalling or updating device drivers in Windows 98, Windows Me, Windows 2000, and Windows NT 4.0. If you are not comfortable with the procedures covered in this chapter, seek help from a more experienced computer user or a computer service technician.

Reinstalling device drivers in Windows 98, Windows Me, or Windows 2000

If you just reinstalled Windows 98, Windows Me, or Windows 2000, the device drivers were automatically reinstalled. However, you need to reinstall device drivers if directed to do so while troubleshooting or if a message tells you that there is a problem with a device driver.

HelpSpot | For more information on reinstalling device drivers, double-click the **HelpSpot** icon on your desktop.

To reinstall Windows 98, Windows Me, or Windows 2000 device drivers:

1 Place *Disc 1* of the *System Restoration Kit* into your CD/DVD drive. The System Restoration 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 Click **Automatic Installation**, then select multiple device drivers to reinstall.

- OR -

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

8 Click **Install**.

9 Follow any additional on-screen instructions. Depending on the 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 in Windows 98, Windows Me, or Windows 2000

The Gateway 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.

| **HelpSpot** | For more information on updating device drivers, double-click the **HelpSpot** icon on your desktop. |

To update Windows 98, Windows Me, or Windows 2000 device drivers:

1 Place *Disc 1* of the *System Restoration Kit* into your CD/DVD drive. The System Restoration 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 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 NT 4.0 device drivers

The Windows NT Driver Locator utility is a tool that lets you locate device drivers on *Disc 1* of the *System Restoration Kit*. If you have problems with a hardware device or you have reinstalled Windows NT 4.0, use the CD and the procedures in this section to reinstall your computer hardware device drivers.

The process for reinstalling the Windows NT 4.0 device drivers includes:

- Finding the locations of the device drivers. For more information, see "Locating Windows NT 4.0 drivers" on page 209.

- Reinstalling the device drivers. For more information, see "Reinstalling Windows NT 4.0 video device drivers" on page 211.

- Reinstalling the Windows NT Service Pack. For more information, see "Reinstalling the Windows NT Service Pack" on page 221.

Locating Windows NT 4.0 drivers

Use the Windows NT 4.0 Driver Locator utility to find the device drivers you need to reinstall. The utility is located on *Disc 1* of the *System Restoration Kit*.

To locate the Windows NT drivers:

1 Place *Disc 1* of the *System Restoration Kit* into your CD/DVD drive, then restart your computer. The Gateway Boot Menu opens.

2 Select **2 Boot from CD-ROM**. The Main Menu opens.

3 Select **NT 4.0 Driver Locator**, then press ENTER. The Windows NT 4.0 Driver Locator utility opens and detects the hardware drivers.

4 When prompted to do so, press any key to continue. The Windows NT 4.0 Drivers List screen appears. The list shows the devices in your computer with the names and locations of each driver.
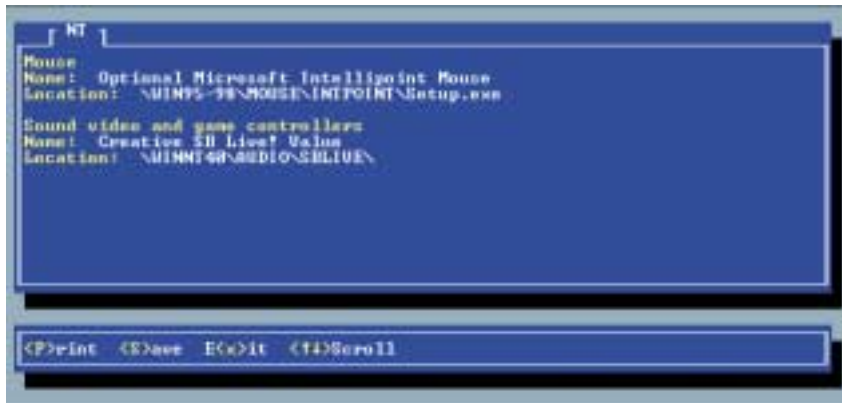
5 If you want to print the **Windows NT 4.0 Drivers List** (parallel port printers only), press P. Make sure your printer is connected and turned on.

- OR -

If you do not want to print the **Windows NT 4.0 Drivers List**, write down the contents of each device's **Name** and **Location** fields.

6 Exit the program by pressing X.

7 Remove *Disc 1* of the *System Restoration Kit*, then restart your computer.

8 Go to the next section for instructions to reinstall the drivers.

Reinstalling Windows NT 4.0 video device drivers

Use the instructions in this section to reinstall the drivers that support the video devices in your computer.

To reinstall the Windows NT 4.0 video device driver:

1 Make sure you ran the Windows NT 4.0 Locator utility to find the video driver. For more information, see "Locating Windows NT 4.0 drivers" on page 209.

2 Place *Disc 1* of the *System Restoration Kit* into your CD/DVD drive.

3 If the CD starts automatically, close the CD window.

4 If the driver location information for the video driver ends with a file name (for example, **setup.exe**), go to Step 5.

- OR -

If the driver location information for your video card driver ends with a backslash (\\), go to Step 10.

5 Click **Start**, then select **Run**. The Run dialog box opens.

6 In the **Open** text box, type the drive letter (usually **D:** where D is the drive letter of your CD/DVD drive), then type the driver location (directory path) you found using the procedure in "Locating Windows NT 4.0 drivers" on page 209.

7 Click **OK**.

8 Reinstall your video driver by following the on-screen instructions. You have completed the driver reinstallation.

9 If required, go to "Reinstalling Windows NT 4.0 audio device drivers" on page 214. Otherwise, go to "Reinstalling the Windows NT Service Pack" on page 221.

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

11 Double-click the **Display** icon. The Display Properties dialog box opens.

12 Click the **Settings** tab.

13 Click **Display Type**. The Display Type dialog box opens.

14 Click **Change**. The Change Display dialog box opens.

15 Click **Have Disk**. The Install From Disk dialog box opens.

16 Select the CD/DVD drive letter (usually drive **D:** where D is the letter of the CD/DVD drive) in the **Copy manufacturer's file from** list.

17 Click **Browse**, then select the directory that contains the video driver file name you found when you ran the Windows NT 4.0 Locator utility.

18 Click the driver file name, select **Open**, then click **OK**. The Change Display dialog box opens and shows the name of the display driver.

19 Click **OK**, then click **Yes**. The files copy to the hard drive and a message tells you that the driver was successfully reinstalled and that you must restart your computer.

20 Click **OK**.

21 Remove *Disc 1* of the *System Restoration Kit*, then click **Yes**. After the computer starts, a message asks you to change the display resolution settings.

22 Click **OK**. The Display Properties dialog box opens.

23 Select the desired color palette from the **Color palette** list.

24 Slide the **Desktop area** slider to adjust display resolution to your preferred setting.

25 Click **Test**, then click **OK** to make sure your settings work properly.

26 If the test screen showed properly, click **Yes**.

- OR -

If the test screen did not show properly, click **No** and make changes to the settings, then test again.

27 Click **OK**.

28 If required, go to "Reinstalling Windows NT 4.0 audio device drivers" on page 214. Otherwise, go to "Reinstalling the Windows NT Service Pack" on page 221.

Reinstalling Windows NT 4.0 audio device drivers

Use the instructions in this section to reinstall the drivers that support the audio devices in your computer.

To reinstall the Windows NT 4.0 audio device driver:

1 Make sure you ran the Windows NT 4.0 Locator utility to find the audio device driver. For more information, see "Locating Windows NT 4.0 drivers" on page 209.

2 Place *Disc 1* of the *System Restoration Kit* into your CD/DVD drive.

3 If the CD starts automatically, close the CD window.

4 If the driver location information for your audio device driver ends with a file name (for example, **setup.exe**), go to Step 5.

- OR -

If the driver location information for your audio device driver ends with a backslash (\), go to Step 10.

5 Click **Start**, then select **Run**. The Run dialog box opens.

6 In the **Open** text box, type the drive letter (usually **D:** where D is the drive letter of your CD/DVD drive), then type the driver location (directory path) you found using the procedure in "Locating Windows NT 4.0 drivers" on page 209.

7 Click **OK**.

8 Reinstall your audio device driver by following the on-screen instructions. You have completed the driver reinstallation.

9 If required, go to "Reinstalling Windows NT 4.0 modem device drivers" on page 217. Otherwise, go to "Reinstalling the Windows NT Service Pack" on page 221.

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

11 Double-click the **Multimedia** icon. The Multimedia Properties dialog box opens.

12 Click the **Devices** tab.

13 Click **Add**. The Add dialog box opens.
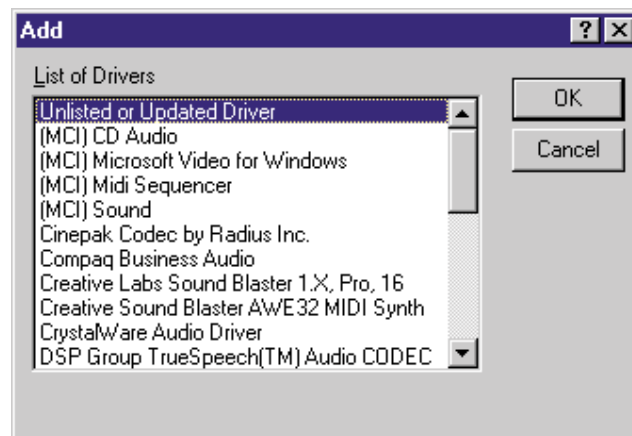
14 Select **Unlisted or Updated driver** in the **List of Drivers** list, then click **OK**. The Install Driver dialog box opens.

15 In the **Install Driver** text box, type the drive letter (usually **D:** where D is the drive letter of your CD/DVD drive), then type the driver location (directory path) you found using the procedure in "Locating Windows NT 4.0 drivers" on page 209.

16 Click **OK**.

17 Reinstall your audio device driver by following the on-screen instructions.

18 If required, go to "Reinstalling Windows NT 4.0 modem device drivers" on page 217. Otherwise, go to "Reinstalling the Windows NT Service Pack" on page 221.

Reinstalling Windows NT 4.0 modem device drivers

Use the instructions in this section to reinstall the drivers that support the modem in your computer.

To reinstall the Windows NT 4.0 modem device driver:

1 Make sure you ran the Windows NT 4.0 Locator utility to find the modem driver. For more information, see "Locating Windows NT 4.0 drivers" on page 209.

2 Place *Disc 1* of the *System Restoration Kit* into your CD/DVD drive.

3 If the CD starts automatically, close the CD window.

4 If the driver location information for your modem driver ends with a file name (for example, **setup.exe**), go to Step 5.

   - OR -

   If the driver location information for your modem driver ends with a backslash (\), go to Step 10.

5 Click **Start**, then select **Run**. The Run dialog box opens.

6 In the **Open** text box, type the drive letter (usually **D:** where D is the drive letter of your CD/DVD drive), then type the driver location (directory path) you found using the procedure in "Locating Windows NT 4.0 drivers" on page 209.

7 Click **OK**.

8 Follow the on-screen instructions. You have completed the driver reinstallation.

9 If required, go to "Reinstalling Windows NT 4.0 network device drivers" on page 219. Otherwise, go to "Reinstalling the Windows NT Service Pack" on page 221.

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

11 Double-click the **Modems** icon. The Install New Modem dialog box opens.
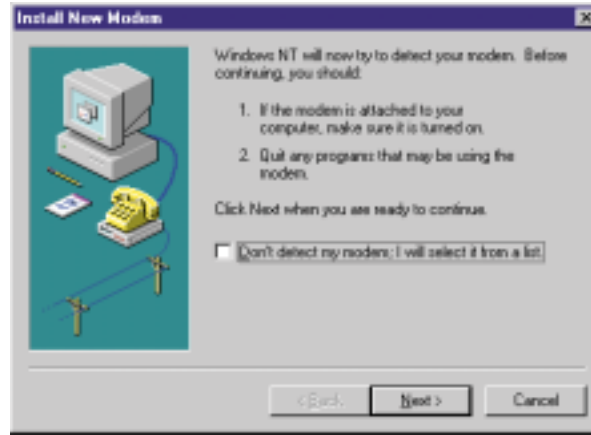
12 Select **Don't detect my modem; I will select it from a list**, then click **Next**. A second Install New Modem dialog box opens.

13 Click **Have Disk**. The Install From Disk dialog box opens.

14 In the **Copy manufacturer's files from:** text box, type the drive letter (usually **D:** where D is the drive letter of your CD/DVD drive), then type the driver location (directory path) you found using the procedure in "Locating Windows NT 4.0 drivers" on page 209.

15 Click **OK**.

16 Click **Next**, then follow the on-screen instructions.

17 If required, go to "Reinstalling Windows NT 4.0 network device drivers" on page 219. Otherwise, go to "Reinstalling the Windows NT Service Pack" on page 221.

Reinstalling Windows NT 4.0 network device drivers

Use the instructions in this section to reinstall the drivers that support the network devices in your computer.

To reinstall the Windows NT 4.0 network device driver:

1 Make sure you ran the Windows NT 4.0 Locator utility to find the network device driver. For more information, see "Locating Windows NT 4.0 drivers" on page 209.

2 Place *Disc 1* of the *System Restoration Kit* into your CD/DVD drive.

3 If the CD starts automatically, close the CD window.

4 If the driver location information for your network device driver ends with a file name (for example, **setup.exe**), go to Step 5.

   - OR -

   If the driver location information for your network device driver ends with a backslash (\), go to Step 10.

5 Click **Start**, then select **Run**. The Run dialog box opens.

6 In the **Open** text box, type the drive letter (usually **D:** where D is the drive letter of your CD/DVD drive), then type the driver location (directory path) you found using the procedure in "Locating Windows NT 4.0 drivers" on page 209.

7 Click **OK**.

8 Follow the on-screen instructions. You have completed the driver reinstallation.

9 Go to "Reinstalling the Windows NT Service Pack" on page 221.

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

11 Double-click the **Network** icon. The Network dialog box opens.

12 Click the **Services** tab, then click **OK**. The Network Services dialog box opens.

13 Click **Add**. The Select Network Services dialog box opens.
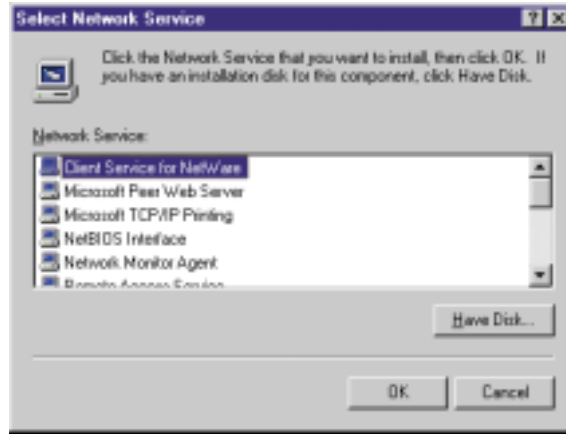
14 Click **Have Disk**. The Insert Disk dialog box opens.

15 In the text box, type the drive letter (usually **D:** where D is the drive letter of your CD/DVD drive), then type the driver location (directory path) you found using the procedure in "Locating Windows NT 4.0 drivers" on page 209.

16 Click **Next**, then follow the on-screen instructions.

17 Go to "Reinstalling the Windows NT Service Pack" on page 221.

Reinstalling the Windows NT Service Pack

The *Windows NT Service Pack* updates Windows NT 4.0 features. After you reinstall Windows NT 4.0 or Windows NT 4.0 device drivers, you need to reinstall the Windows NT Service Pack.

To reinstall the Windows NT Service Pack:

1 Restart your computer.

2 Insert *Disc 2* of the *System Restoration Kit* into your CD/DVD drive.

3 If the CD starts automatically, close the CD window.

4 Click **Start**, then select **Run**. The Run dialog box opens.

5 In the **Open** text box, type **D:\SP60A\SP6I386.EXE** (where D is the drive letter of your CD/DVD drive).

6 Click **OK**.

7 Install the Windows NT Service Pack by following the on-screen instructions.

Restoring Software

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 205.

- Troubleshooting. For more information, see "Troubleshooting" on page 229.

If the options above do not correct the problem, you can use the *System Restoration Kit* to reinstall Windows and other software. Find out more about the reinstallation options in "Reinstalling Windows 98, Windows Me, or Windows 2000" on page 224 or "Reinstalling Windows NT 4.0" on page 225.

Reinstalling Windows 98, Windows Me, or Windows 2000

The *System Restoration Kit* steps you through reinstalling Windows 98, Windows Me, or Windows 2000. It automatically reinstalls the hardware device drivers and some software. The remaining software is installed using the CDs that came with your computer.

> **HelpSpot**
>
> ?
>
> For more information on reinstalling Windows, double-click the **HelpSpot** icon on your desktop.

To reinstall Windows 98 or Windows Me 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 If a message tells you that you must disable Gateway GoBack, press D. A warning tells you that Gateway GoBack will be disabled. Press D again. Gateway GoBack is disabled and the computer restarts.

4 Follow the on-screen instructions. The on-screen instructions step you through the operating system and device drivers installation.

To reinstall Windows 2000 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 Press any key when you see the message **Press any key to boot from CD**. The Windows 2000 Setup menu opens.

4 Follow the on-screen instructions. The on-screen instructions step you through the operating system and device drivers installation.

Reinstalling Windows NT 4.0

To reinstall Windows NT 4.0:

1 With *Disc 2* of the *System Restoration Kit* in the CD/DVD drive, restart your computer.

2 Reinstall Windows NT 4.0 by following the on-screen instructions.

3 After you have reinstalled the operating system, go to "Reinstalling Windows NT 4.0 device drivers" on page 209, then go to "Reinstalling the Windows NT Service Pack" on page 221.

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.

HelpSpot	For more information on reinstalling programs, double-click the **HelpSpot** icon on your desktop.

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 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 Click **Automatic Installation**, then select multiple programs to reinstall.

- OR -

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

8 Click **Install**.

9 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 reinstallation by following the instructions included with the program CD.

Troubleshooting

17

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

If the suggestions in this chapter do not correct the problem, see "Getting Help" on page 251 for more information about how to get help.

Safety guidelines

While troubleshooting your computer, follow these safety guidelines:

- Never access internal components while your computer is turned on.

- Make sure you are properly grounded before accessing internal components. For more information about preventing damage from static electricity, see "Adding PC Cards" on page 132.

Troubleshooting

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

- Make sure the 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 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 technical support in diagnosing and fixing the problem.

- If you added or removed modules or peripheral devices, review the installation procedures you performed and make sure you followed each instruction.

- If an error occurs in a program, consult the 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. |

| **HelpSpot** | For more information on troubleshooting, double-click the **HelpSpot** icon on your desktop. |

CD/DVD drive

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

■ The disc may not be properly 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 retaining clips hold the disc in place.

■ The CD/DVD drive may not be completely inserted into the drive bay. Press the drive into the bay, then try to access the disc again.

■ 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 232.

■ 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.

■ Click the speaker icon in the lower right corner of the taskbar and make sure the volume controls are turned up.

■ Make sure mute controls are turned off by double-clicking the speaker icon in the lower right corner of the taskbar and making sure that the **Master Out**, **CD Audio**, **MIDI**, **Digital**, and **Wave** mute check boxes are not selected. For more information about setting the mute control, see "Adjusting the volume" on page 72.

■ Clean the CD. For more information, see "To clean a CD or DVD:" on page 232.

■ 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 205.

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.
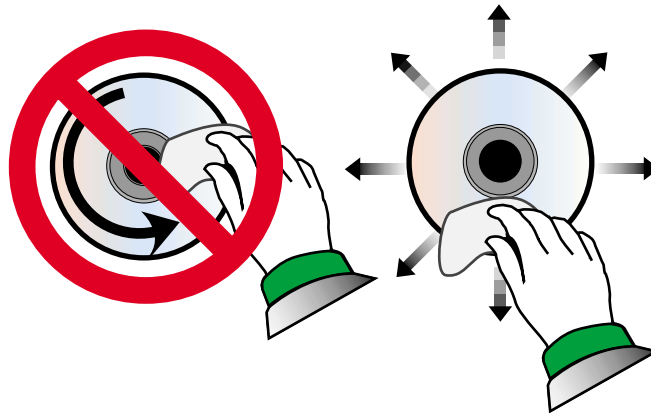
Device installation

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 **Settings**, then **Control Panel**. The Control Panel window opens. If you do not see the **System** icon, click **view all control panel options**.

2 Double-click the **System** icon, then click the **Device Manager** tab. The Device Manager opens.

3 Click **Computer**, then click **Properties**. The Computer Properties dialog box opens and displays the IRQs and their hardware assignments.

To free IRQ resources for the new device:

1 Click **Start**, then select **Settings**, then **Control Panel**. If you do not see the **System** icon, click **view all control panel options**.

2 Double-click the **System** icon, then click the **Device Manager** tab. The Device Manager opens.

3 Check the device properties for a resource conflict. A resource conflict appears as a black exclamation point in a yellow circle.

4 Remove the device you are trying to install, then determine which one of your ports you can temporarily disable. For example, you could disable the serial port.

5 In the Device Manager, double-click **Ports**, click the port you want to disable, then click **Properties**.

6 In the **Device usage** area, click to select the **Disabled in this hardware profile** check box, then click **OK**.

7 When you are finished using the device, return to the Device Manager and enable the port by clearing the **Disabled in this hardware profile** check box.

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 ScanDisk on the diskette. For more information, see "Scanning the hard drive for errors" on page 173. 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 light on the diskette drive is lit continuously
- Remove the diskette from the drive. If the light stays on, try restarting your computer.

File management

A file was accidentally deleted

To restore files that were deleted in Windows:

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.

3 If the Recycle Bin was emptied before you decided that you want to restore a file, use Gateway GoBack (if available on your notebook).

Important	If the Recycle Bin was emptied before you tried to restore a file, and your notebook does not have Gateway GoBack, 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 172.

- 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 another disk or 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 ScanDisk program. For more information, see "Scanning the hard drive for errors" on page 173.

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 kit" on page 135.

- 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 25 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 properly. 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 239.

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, you may have a problem with your Internet connection or ISP.

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 haven't 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 properly. 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 area is not correct

■ Change the screen area and color depth from the Display Properties dialog box. For more information, see "Adjusting the color depth" on page 120 and "Adjusting the screen area" on page 122.

The text on the display is dim or difficult to read

■ Adjust the brightness controls.

■ 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 120.

Memory

You receive a "Memory error" message
- Make sure the memory modules are inserted correctly in the memory bay slot. For more information, see "Replacing the memory" on page 142.

- Use diagnostic programs to help determine if a memory module is failing.

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 25 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 **Settings**, then **Control Panel**. The Control Panel window opens.

2 If you do not see the **Modems** icon, click **view all control panel options**.

3 Double-click the **Modems** icon, then click **Dialing Properties**. The Dialing Properties window opens.

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 properly.

  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.

Upload (sending data out from your computer) speeds are limited to 33.6K.

■ Check your modem connection speed 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. Central Time, when the server is backed up.

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

1 Double-click the **My Computer** icon, then click/double-click the **Dial-Up Networking** icon.

2 If the Welcome to Dial-Up Networking wizard opens, click **Cancel**.

3 Double-click the **Make New Connection** icon, then type **gateway.your.way** in the **Type a name for the computer you are dialing** text box.

4 Click **Configure**.

5 Click the **Options** tab, click to select the **Bring up terminal window after dialing** and **Display modem status** check boxes, then click **OK**.

6 Click **Next**.

7 In the **Telephone number** text box type **1**-**888**-**888**-**0520**, then click **Next**. Include any special numbers (such as 9, to get an outside line) that are required by your telephone system.

8 Click **Finish**. An icon for gateway.your.way appears in the Dial Up Networking window.

9 Right-click the **gateway.your.way** icon, then click **Properties**. The gateway.your.way Properties dialog box opens.

10 If you are using Windows Me, go to step 11. Otherwise, click the **Server Types** tab and click to clear the **Log on to network, NetBEUI**, and **IPX/SPX Compatible** check boxes, then click **OK**. Go to step 13.

11 In Windows Me, click the **Networking** tab and click to clear the **NetBEUI**, and **IPX/SPX Compatible** check boxes, then click **OK**.

12 In Windows Me, click the **Security** tab and click to clear the **Log on to network**.

13 Double-click the **gateway.your.way** icon.

14 Type **gwclient** in the **User Name** text box, then click **Connect**. A black screen opens.

15 Type **gwclient**, then press F7. An icon (two blinking computers) appears in the status area of the taskbar, verifying that the modem is connected.

16 Open your Web browser.

17 Type **gateway.your.way** in the **Address** text box, then press ENTER. If a Web page opens, your modem is working correctly.

🎲

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 modem port. See "Connecting the modem" on page 25 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.

- Reinstall the device driver. For more information, see "Reinstalling Device Drivers" on page 205.

- Run Windows modem diagnostics.

To run modem diagnostics:

1 Close all open programs.

2 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel opens.

3 If you do not see the **Modems** icon, click **view all control panel options**.

4 Double-click the **Modems** icon. The Modems Properties dialog box opens.

5 Click the **Diagnostic** tab, click the COM port next to the name of the modem, then click **More Info**. The Modem Info dialog box opens.

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. Contact Gateway technical support.

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 this communication as unusual sounds when the modems first connect. If the sounds are too loud, you can turn the modem volume down.

To turn down the modem volume:

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

2 If you do not see the **Modems** icon, click **view all control panel options**.

3 Double-click the **Modems** icon. The Modems Properties dialog box appears.

4 Click the **General** tab, select your modem, then click **Properties**.

5 Adjust the **Speaker volume** control.

6 Click **OK**.

You received an "Unable to establish protocols" error message

■ Reinstall dial-up networking and dial-up networking components.

To reinstall dial-up networking:

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

2 Click/Double-click the **Add/Remove Programs** icon, then click the **Windows Setup** tab.

3 Double-click **Communications**.

4 Click to clear the **Dial-Up Networking** check box, then click **OK** twice. The System Settings Change dialog box opens.

5 Click **Yes**. The computer restarts.

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

7 Click/Double-click the **Add/Remove Programs** icon, then click the **Windows Setup** tab.

8 Double-click **Communications**.

9 Click to select the **Dial-Up Networking** check box, then click **OK** twice. The System Settings Change dialog box opens.

10 Click **Yes**. The computer restarts. If you are asked to insert your *System Restoration Kit* CD, do so.

To reinstall dial-up networking components:

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

2 If you do not see the **Network** icon, click **view all control panel options**.

3 Double-click the **Network** icon.

4 If **TCP/IP** is not included in the Network Components list, click **Add**, then select **Protocol**, **Add**, then **Microsoft** as the manufacturer. Click **TCP/IP** on the right side of the dialog box, then click **OK**.

5 Click **Client for Netware Networks** (if included), then click **Remove**.

6 Click **IPX/SPX** (if included), then click **Remove**.

7 Click **NetBeui** (if included), then click **Remove**.

8 Make sure the **Primary Network Logon** field is set to **Windows Logon**.

9 Click **OK** twice, then restart the computer.

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 181.

Networks

You cannot connect to your company network
- Every network is unique. Contact your company computer department or network administrator for help.

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 Client Care for instructions.

PC Cards

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

- 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 233.

Power

Your computer is not working on AC power

- Make sure your AC power adapter is connected properly 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 properly. 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 properly. For more information, see "Changing batteries" on page 103.

- Make sure the battery is fully recharged. For more information, see "Changing batteries" on page 103.

- Make sure the battery is calibrated correctly. For more information, see "Recalibrating the battery" on page 179.

Your computer will not turn off, even after pressing the power button for five seconds

- If your system has "frozen," and pressing the power button for five seconds does not turn it off, insert a straightened paper clip into the reset hole on the bottom of your notebook. For the location of the reset hole, see "Bottom" on page 6.

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.

- Many 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 **Settings**, then **Printers**.

2 Right-click on the name of the printer you want to be the default printer, then select **Set as Default**.

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 **Settings**, then **Printers**.

2 Double-click the icon for the printer you want to use.

3 Select **Printer**. If there is a **Use Printer Offline** option on the menu, click to clear the check mark.

- 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.

ScanDisk

When you started your computer, it ran ScanDisk
The computer probably had its power interrupted or was improperly shut down. Windows automatically runs ScanDisk at startup when the computer was improperly shut down.

ScanDisk fixes errors on the hard drive to minimize data loss. To prevent ScanDisk from running when you start your computer, make sure you always shut down by selecting **Shut Down** from the **Start** menu.

Sound

You are not getting sound from the speakers
- Make sure the Windows volume control is turned up by clicking the taskbar speaker icon.

- Make sure that **Mute** is not selected. For more information, see "Adjusting the volume" on page 72.

Video

The screen is too dark
■ Adjust the brightness using the function keys.

The external monitor is not working
■ Make sure that the monitor power is turned on and that the video cable is properly 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 Client Care to identify whether a repair or replacement is justified based on the number of pixels affected.

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Getting Help

This chapter tells you about additional information resources available to help you use your computer. It includes the following topics:

- HelpSpot™
- Gateway Web site
- Telephone support
- Software support tools
- Online help
- Tutoring and training

Tips & Tricks	To access the contents of this manual while you are traveling, download the manual from www.gateway.com/support/manlib/.

HelpSpot™

HelpSpot is 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**.

-OR-

Double-click the **Gateway Help and Support** desktop icon.

HelpSpot opens.

If this is the first time you have started HelpSpot on your computer, you will 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 how to work with documents and programs, use 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 **Videos** on the HelpSpot navigation bar, then click a video title. The video plays.

Software support tools

Your system *may* include the following support tools 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.

- *Gateway GoBack* is a self-help tool designed to restore the computer to a working state by reverting the entire computer to an earlier working condition. With the Gateway GoBack program, you can revert your computer, repairing problems created by software, accidental changes, or computer viruses.

These support tools are available from HelpSpot or by clicking **Start**, then selecting **Programs**, then **Gateway Utilities**.

HelpSpot	For more information on using PC Doctor and Gateway GoBack, double-click the **HelpSpot** icon on your desktop.

Gateway Web site

Gateway provides a variety of information on its Web site to help you use your computer.
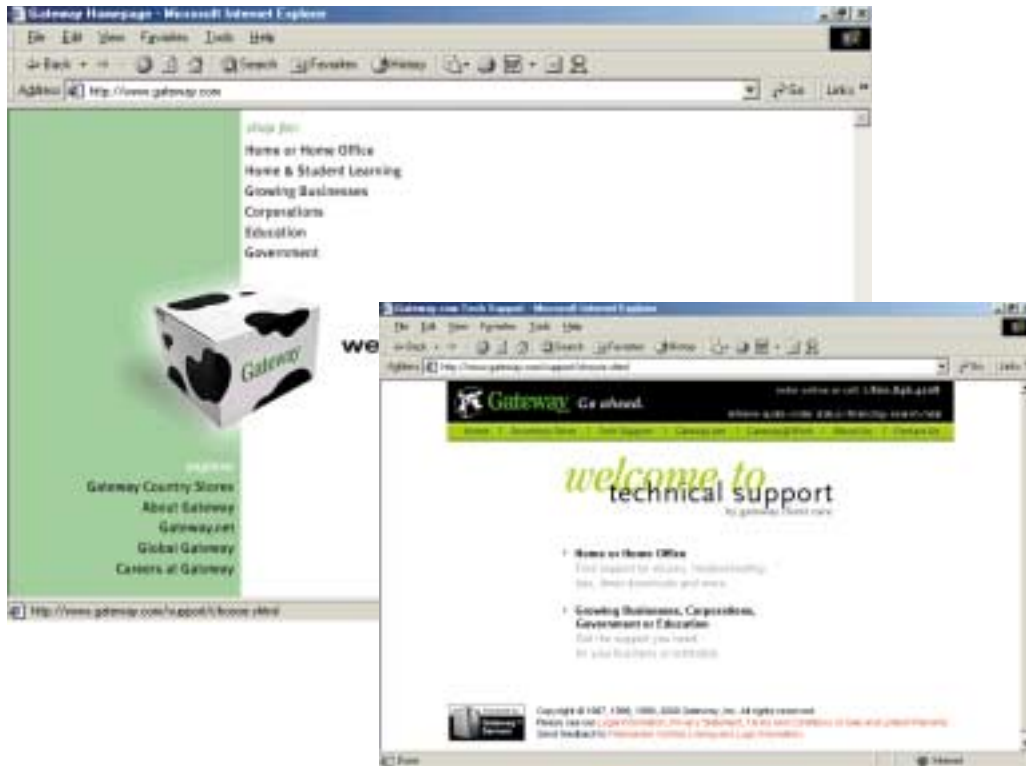
Visit the Gateway Web site at www.gateway.com for:

- Technical documentation and product manuals
- Technical tips and support
- Hardware drivers
- A glossary of computer terms
- Frequently asked questions (FAQs)

For more information about connecting to the Internet, see "Learning about the Internet" on page 62.

You can access the following resources through the Gateway Web site or through HelpSpot:

Resource	Service description	Location
Gateway Update Utility	This utility automatically finds, downloads, and installs the latest drivers for your Gateway-supplied hardware.	www.gateway.com/ support/index.shtml
Chat with Gateway CoPilot	Use this unique remote-help facility that lets Gateway deliver live person-to-person computer support to you. Any time you engage in a Live Chat session, a Gateway Support Representative will have the ability to resolve your in-warranty technical issue in real time. This is done by viewing your desktop, controlling the mouse and keyboard, and chatting with you.	www.gateway.com/ support/index.shtml -OR- HelpSpot
Chat with Search Assistant	Engage in a live Internet chat session to help you find data on the Gateway.com technical support Web site. If the assistants cannot direct you to the solution on the technical support site, they will refer you to the area or department that can.	www.gateway.com/ support/index.shtml -OR- HelpSpot
E-mail Tech Support	Get the answers to your technical inquiries by e-mail from a Gateway technical support professional.	www.gateway.com/ support/index.shtml
E-mail a Friend	Send a link for the Web page you are currently viewing on the Gateway Web site to anyone in the world with an e-mail address.	www.gateway.com/ support/index.shtml
Frequently Asked Questions	Get the answers to many of our most common customer service-related questions.	www.gateway.com/ support/index.shtml
Chat with Customer Service	Engage in a live Internet chat session with a Gateway Customer Service Assistant about a non-technical issue.	www.gateway.com/ support/index.shtml -OR- HelpSpot
E-mail Customer Service	Get the answers to your non-technical inquiries by e-mail from a Gateway Customer Service Assistant.	www.gateway.com/ support/index.shtml

Resource	Service description	Location
Chat with eSales Advisor	Get a personalized look at what system is best suited for your own individual needs. To use this service, fill out the eSales Advisor Questionnaire. The eSales Advisor will contact you by phone and discuss the Gateway solution that best fits you needs.	www.gateway.com -OR- HelpSpot
Order Status	Get information on whether your order has been received, is in production, or has been shipped. You will also be given an estimated or actual shipping date, depending on the status. This information is updated daily and is available 24 to 36 hours after an order is placed.	www.gateway.com

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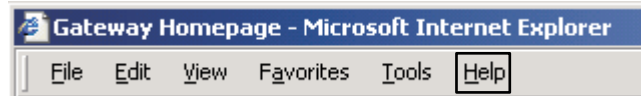
You can search for information by viewing the help contents, checking the index, searching for a topic or keyword, or browsing through the online help.

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 properly 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 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 chapter of this guide.

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 client 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.

- Verify 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 Client Care	Talk to a Gateway Client Care representative about a non-tutorial technical support question. (Refer to "Before calling Gateway technical support" on page 260 before calling.)	800-846-2301 (US) 800-846-3609 (Canada & Puerto Rico) (605) 232-2191 (all other countries) (800) 846-1778 (TDD)
Gateway.net	Get support for your Gateway.net ISP account.	888-395-2051 (US)
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.

- The User's Guide that shipped with your computer.

- 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.	http://www.gateway.com/ about/country/ softwaretraining.shtml
Gateway CD-ROM Learning Libraries	A variety of courses and tutorials are available on CD-ROM. Select from several easy-to-use learning libraries.	http://www.gateway.com/ software/training/ learning_library.shtml
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.	http://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.

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Regulatory compliance statements

United States users

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. These accessories are required to be used in order to ensure compliance with FCC rules.

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 3350

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.

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.

Canadian users

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.

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.

European users

The following information is only applicable to systems labeled with the CE mark $\mathsf{C}\mathsf{E}$.

European directives

This Information Technology Equipment has been tested and found to comply with the following European directives:

- EMC Directive 89/336/EEC amending directive 92/31/EEC & 93/68/EEC as per
  - EN 55022:1998 Class B
  - EN 61000-3-2:1995
  - EN 61000-3-3:1995
  - EN 55024:1998 according to

    EN 61000-4-2:1995

    EN 61000-4-3:1996

    EN 61000-4-4:1995

    EN 61000-4-5:1995

    EN 61000-4-6:1996

    EN 61000-4-8:1993

    EN 61000-4-11:1994

  - Low Voltage Directive (Safety) 73/23/EEC as per EN 60950:1992(A1/A2/A3/A4/A11)

European telecommunication information (for products fitted with EU-approved modems)

Marking by the symbol $\mathsf{C}\mathsf{E}$ indicates compliance of this equipment to the Radio and Telecom Terminal Equipment Directive 199/5/EC. Such marking is indicative that this equipment meets or exceeds the following technical standards:

CTR 21 (1998) - 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 customer support.

Japanese users

Australia and New Zealand users

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 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

Macrovision statement

If your computer has a DVD drive and an analog TV Out port, the following paragraph applies:

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