TABLE OF CONTENTS

User's Guide   *www.packardbell.com*

NOTICES

COPYRIGHT NOTICE

Packard Bell User's Guide. Copyright © 2004 NEC Computers International BV. All Rights Reserved. No part of this manual may be reproduced or transmitted, in any form or by any means, whether electronic, chemical, manual or otherwise, including but not limited to photocopying, recording, or information storage and retrieval systems, for any purpose without prior written permission of NEC Computers International BV.

DISCLAIMER

NEC Computers International BV specifically disclaims all warranties, either express or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose with respect to this product and documentation. Updates to software and hardware components are made regularly. Therefore some of the instructions, specifications and pictures in this documentation may differ slightly from your particular situation. All items described in this guide are for illustration purposes only and may not apply to your particular situation. No legal rights or entitlements may be obtained from descriptions made in this manual. NEC Computers International BV reserves the right to revise or make changes or improvements to this product or documentation at any time without obligation to notify any person of such revisions or improvements. In no event shall NEC Computers International BV be liable for any consequential or inci-dental damages, including but not limited to loss of business profits or any other commercial damages, arising out of the use of this product.

TRADEMARKS

Microsoft, Outlook and Windows XP are registered trademarks of Microsoft Corporation. FireWire is a trademark of Apple Computer, Inc. PS/2 is a trademark of International Business Machines Corporation. Packard Bell is a registered trademark of NEC Computers International BV. All other company or product names are trademarks, registered trademarks or service marks of their respective owners.

VIRUS WARNING

NEC Computers International BV guarantees that this product is 100% virus free. Please take the following precautions to protect your system against new viruses:
- **Do not use illegal copies of software protected by copyright**.
- **Run an antivirus program and update it regularly**.
- **Check all floppy disks** carefully using a virus scanner before you start using them.
- When your computer is connected to a network, please make sure that only authorised persons have access to your system (you can use **passwords** and share files as **Read Only**).
- Always use a personal **Internet Firewall** to help protect your computer from attacks by viruses, Trojans, worms and intruders.
- Keep your computer up to date with the **Windows Update** tool (**Start > All Programs > Windows Update**).

For more information on viruses, please refer to the **Tutorials** *in* **Packard Bell InfoCentre** *and the* **Packard Bell Support website** *(support.packardbell.com).*

EPILEPSY WARNING

Some people are susceptible to epileptic seizures or loss of consciousness when exposed to certain flashing lights or light patterns in everyday life. Such people may have a seizure while watching television images or playing certain games. This may happen even if the person has no medical history of epilepsy or has never had any epileptic seizures.

If you or anyone in your family has ever had symptoms related to epilepsy (seizures or loss of consciousness) when exposed to flashing lights, consult your doctor prior to playing. We advise that parents monitor the use of games by their children. If you or your child experience any of the following symptoms: dizziness, blurred vision, eye or muscle twitches, loss of consciousness, disorientation, any involuntary movement or convulsion while playing a game, IMMEDIATELY discontinue use and consult your doctor.

THUNDERSTORM WARNING

In thunderstorm conditions, make sure that you disconnect your modem from the telephone line or your TV port from the aerial socket. A lightning strike to nearby telephone lines or an aerial could damage your modem, TV card or even your whole computer system. **Please note that the product warranty does not apply if damage to your computer is the result of a lightning strike.**

SAFETY AND COMFORT

SAFETY PRECAUTIONS

Cables

Please make sure that cables are not strained and that there is no risk of people walking or tripping over them. Also make sure that other devices do not crush the cables.

Make sure that power cords are connected to a grounded electrical outlet. The power outlet should be easily accessible and as close to the computer as possible. Do not overload any power outlet with too many adapters.

Cleaning your computer

Always unplug your computer from the power outlet before cleaning it.

Do not use liquid or aerosol cleaners, use a damp cloth instead. Never spray cleaning product directly on the screen. If dust has accumulated inside your computer, do not use a vacuum cleaner to remove it.

If you spill liquid on your computer or any device attached to it, switch it off immediately, unplug the power cord and make sure it is completely dry before switching it on again. Wait overnight if necessary.

Computer environment

Make sure your computer's environment is free from dust, dampness or direct sunlight.

Place your computer away from sources of heat, such as radiators, or any device producing heat (e.g., amplifiers). Also ensure your computer is away from magnetic fields or any device generating static electricity.

Do not place your computer on a carpet or any other surface that may have an electrical charge.

Cellular phones can cause interference with the audio devices of your computer. Make sure you keep mobile phones at least 30 centimetres away from your computer.

To keep your computer running smoothly, please remember the following:

- If you are new to computing, we recommend taking a computer-training course before using your computer. Your computer retailer may provide more information.
- Always save your work and make regular backup copies of your documents on rewritable media (e.g., CDRW disc). In the event of a major computer failure, you can lose all your personal data unless you make personal backups.
- To protect your computer from viruses, perform a virus check before opening a file on a floppy, received by e-mail, or downloaded from the Internet. Your anti-virus program can perform these checks automatically. Regularly scan your hard disk drive for viruses and delete them if any are found. Check your anti-virus software website to be updated on the latest viruses.
- To save disk space and optimise your computer's performance, use the system tools included with Windows, such as Disk cleanup or Defragmenter, on a regular basis.
- Never switch off your computer if one of the drives is still running (check that all drive indicator lights are off).

*For more tips on using your computer, please refer to the **Tutorials** in **Packard Bell InfoCentre** and the **Packard Bell Support website** (support.packardbell.com).*

HEALTH PRECAUTIONS

Please follow the guidelines below to use your computer comfortably and to avoid health problems.
If you work or play for hours at a time, then make sure you take regular breaks. Look away from the computer's screen once in a while. Do not use your computer if you are tired.

If the 'warmth' symbol is present on the underside of the computer, this indicates that while using the computer the underside surface can become hot. Avoid continuous body contact and do not place the computer on your lap while it is operating.

Some disorders of the hands, wrists, arms, neck, shoulders, legs and back may be associated with or aggravated by certain repetitive actions. To reduce your risk of developing these disorders, type with your wrists straight and your hands and wrists floating above the keyboard. If you experience periods of pain, tingling, numbness or other discomfort, please contact your doctor.

Working area well lit
No direct glare on the screen

Easy access to drives and controls

Top of monitor at eye level
Eye distance 45-70 cm from screen

Sit up straight with back relaxed

Free space around the computer and devices to allow proper ventilation

Adjustable chair

Desk height 60-70 cm from the floor

Feet flat on floor or on footrest

GETTING TO KNOW YOUR COMPUTER

THE KEYBOARD AND MOUSE

Cordless devices

If the cordless mouse and keyboard do not work after installation, you should try to manually establish communication with the receiver.

1. First check that the batteries for the keyboard and mouse are inserted correctly.
2. Now connect the devices by pressing the connect button on the receiver, mouse and keyboard in the following order:
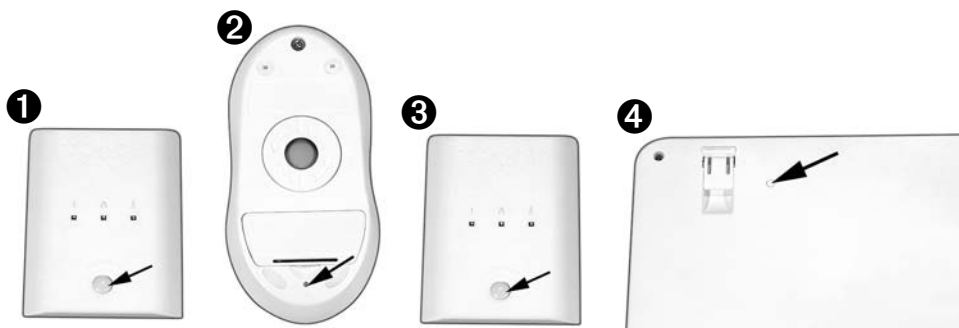
Mouse or touchpad

The mouse or the touchpad (for portable computers) controls the arrow on the screen. This arrow is called the pointer or the cursor. When you move the mouse over a hard and flat surface, or when you drag your finger across the rectangular touch sensitive pad, the pointer will follow this movement. Click one of the buttons on the top of your mouse, or one of the buttons of the touchpad, to select or activate the command the cursor is pointing at.
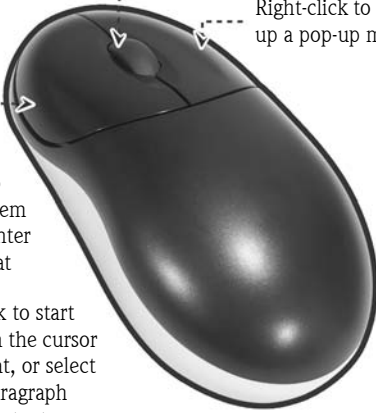
> *You can improve the motion and visibility of your pointer by changing the settings. To access these, click on* **Start > Control Panel > Printers and other Hardware > Mouse** *and select* **Pointer Options**. *The visibility options are especially useful if you are using an LCD screen. The mouse settings can also be changed for left-handed users.*

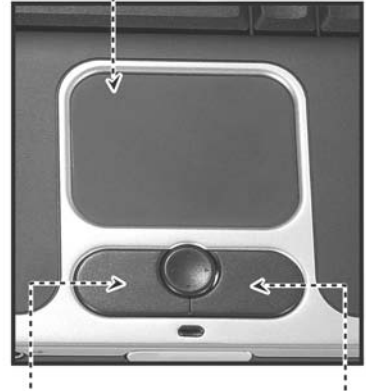Use the scroll wheel or button to move through compatible applications

Right-click to bring up a pop-up menu

Two quick taps on the surface of a touchpad will perform the same action as a double-click

Left-click to select the item that the pointer is pointing at

Double-click to start the program the cursor is pointing at, or select an entire paragraph when typing text

Left-click   Right-click

Keyboard

The keyboard is used to enter data or commands. The functions of the keys depend on the program you are using. The keyboard displayed in this guide is just an example.
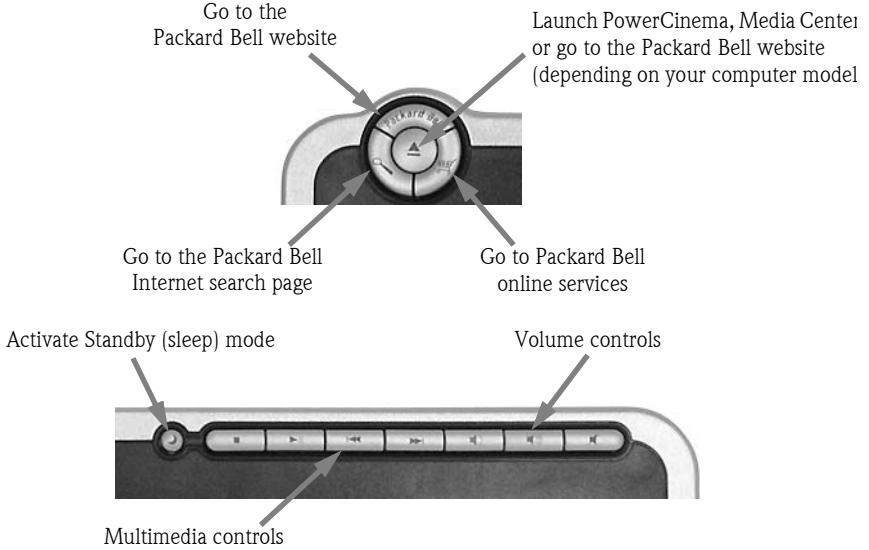
The layout of your keyboard may vary slightly. For a full description of your keyboard, please refer to **Packard Bell InfoCentre**, your electronic documentation.

1. **Numbers:** Used to enter numbers or special characters. Press <**Shift**> simultaneously for characters on the top and press <**Ctrl**> + <**Alt**> for characters on the right.
2. **Backspace:** Used to go back one space and delete the last key pressed.
3. **Del:** Deletes characters to the right of the cursor or any highlighted item.
4. **Numeric keypad**: Functions as a second set of cursor keys. Press the <**Numlock**> key to enter numbers.

5. **Arrow keys:** Move the cursor up, down, left and right.
6. **Enter:** Press to enter a command, insert a paragraph break in a text or accept a chosen option.
7. **Space:** used to enter an empty space in your text.
8. **Shift:** Use simultaneously with a letter key to enter capital letters.
9. **Esc:** Cancels most current tasks.

Multimedia keys (on selected keyboards)

Go to the
Packard Bell website

Launch PowerCinema, Media Center
or go to the Packard Bell website
(depending on your computer model

Go to the Packard Bell
Internet search page

Go to Packard Bell
online services

Activate Standby (sleep) mode

Volume controls

Multimedia controls

To optimise space and weight, notebook computers use compact keyboards. These include keys that activate special features, such as the embedded numeric keypad.

Numlock: Press the <**Numlock**> key to activate or deactivate the Numeric Keypad


Fn: Use simultaneously with the <**F1**> to <**F12**> keys to activate special functions (described in **InfoCentre**)
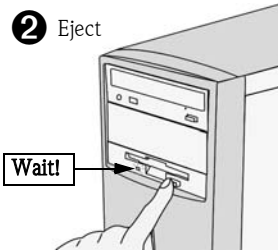
YOUR COMPUTER'S DRIVES

The drives described below are commonly used on Packard Bell computers. However, this does not mean that they are present on the computer you have purchased, nor that your computer is limited to these drives. To view documentation specific to the model you have purchased, please check **InfoCentre**.
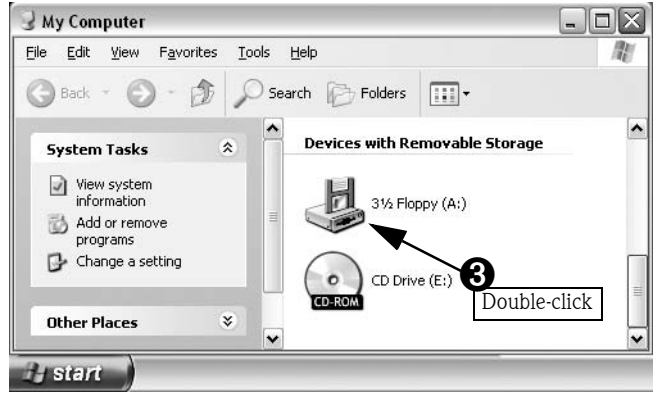
Floppy Disk Drive
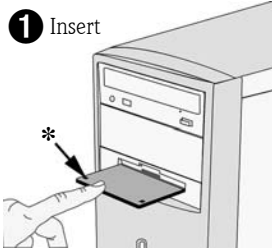
❶ Insert

The floppy disk drive is the device used to read data from and write data to a floppy diskette. A typical floppy diskette has a capacity of 1.44 MB.

❷ Eject

Wait!

❸ Double-click

If you try to copy or save a file to a floppy disk and you receive a message, "**Write Protect Error**", you may need to unlock the write-protect notch(*) on the bottom side of your floppy disk by pushing it forward.

Memory Card Reader

Selected computers include an 'all-in one' memory card reader. These drives allow you to read and write the most common types memory cards, such as MMC (Multi Media Card), CF (Compact Flash Card), IBM Microdrive, SM (Smart Media Card), SD (Secure Digital Memory Card), or MS (Memory Stick®). Some memory card readers also include a floppy disk drive.

DVD Drive

A DVD drive can read audio CDs, CDs containing data (files and programs), Video CDs and recordable CDs like CDR or CDRW, plus DVDs, DVD movies and most recordable DVD discs.

If your computer is equipped with a **CD** or a **CD-writer drive**, then you will only be able to play **CD-type** discs.

CD and/or DVD-writer

While a CD or DVD drive is usually a read-only device, selected Packard Bell computers are equipped with a 'combo-drive' that combines reading and recording functions. If your system is equipped with a CD or DVD-writer, you can use this device to duplicate your CDs, create your own music compilations, digital photo albums or keep a safe copy of your valuable data.

Before copying a CD, make sure that its content is not protected by Trademarks and Copyrights, and that you are authorised to replicate it. In most countries you are allowed to make an archival backup of software or copy music for your own personal use.

A **CD-writer** supports two types of writable CDs:
- **CD-R** (CD-Recordable): You can only use this type of disc once. When you have saved your files you will not be able to delete them, or use the disc again.
- **CD-RW** (CD-ReWritable): You can re-use this disc to save or delete your files. It is ideal for backing up your important data.

In addition to CD-R and CD-RW discs, a **DVD-writer** supports DVD-R and/or DVD-RW discs, which offer even greater storage capacity. DVD writers can support various types of standards ("+" and "-"). To know the exact types of discs supported by your DVD-writer, please refer to **My Computer** in **InfoCentre**.

To learn more about your computer's drives, please refer to **My Computer** in **InfoCentre**. Also browse the **Tutorials**, which contain detailed information and help on your device and associated software. You can also visit the Packard Bell website for the latest updates and drivers.

Using your DVD Drive

❶   ❷   ❸
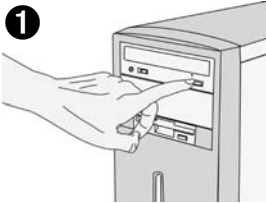
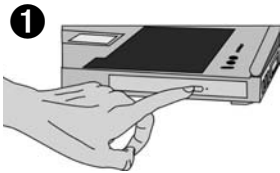**Press** to eject.   Disc's label facing up. *Double-sided DVDs have no label.*   Press to close, or lightly push the disc tray.

Slim type drives (typically on portable computers)

❶   ❷   ❸

Press firmly and pull to eject.   **Press** on the centre of the disc **until it clicks** firmly into place.   **Push** the disc tray to close.
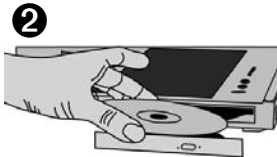
Precautions

To avoid malfunctions or damage to your CD or DVD drive, please observe the following tips:
- Insert the disc into the drive before you start a program.
- Do not eject the disc without first closing the program that is using the disc. This could potentially cause your computer to stop responding. Should this happen, restart your computer by using the **Windows Task Manager** (page 14).

If the tray does not eject, you may try to open it manually:

1. Switch your computer off.
2. Carefully insert a straightened paper clip into the emergency eject port (not available on all drives). Do not use a pencil as the lead may break inside the eject port and damage the drive.

emergency eject port

Wait!

- Periodically clean the disc to remove any dust or fingerprints. Use a soft , scratch-free cloth or a commercial disc cleaner.
- To keep the disc free of fingerprints, hold the disc with your fingers on the outer edge or with a finger in the inner circle and a finger on the outer edge.
- Always return the disc to its protective case or sleeve when you have finished using it.
- Keep the disc tray closed whenever you are not using the drive.

Accessing a CD or DVD

Most discs use the Windows Autorun function. This loads a CD or DVD a few seconds after you insert it. If your disc does not load, click **Start > My Computer** and double-click the **CD/DVD icon**. You can also right-click the icon and choose **Open** from the menu.

PORTS AND CONNECTIONS

The ports and connector types described below are commonly used on Packard Bell computers. However, this does not mean that they are present on the computer you have purchased, nor that your computer is limited to these ports. Check **My Computer** in **InfoCentre** to see which ports are available.

Precautions

- Before you attach any device, check the **installation instructions** that were supplied with it.
- **Do not remove** a device if the computer is using it.
- You must **deactivate** certain removable devices before removing them from the computer.

Hot-pluggable Devices

Most devices are "hot-pluggable". This means they can be added or removed while the computer is on. They will be detected and installed automatically.

USB (Universal Serial Bus)

USB ports provide an easy-to-use "Hot-pluggable" connection. Selected Packard Bell computers are equipped with USB 2.0 connectors, providing greater speed than earlier versions of USB. USB 2.0 is backwards compatible, any USB peripherals you have already purchased will work with USB 2.0 ports (but will use the lower transfer speed).

IEEE 1394

An IEEE 1394 port (also known as FireWire™ or i.LINK) allows you to connect high-speed digital devices to your computer, such as digital video cameras, external hard disk drives, or scanners.

PC Cards (PCMCIA)

PC Cards (also known as PCMCIA devices) are small credit card sized devices that are designed to allow you to easily expand your computer. These are typically found on notebook computers. Each PC Card slot that

your computer is equipped with can accept a PC Card device, though the type of card each slot accepts may be different (see **Packard Bell InfoCentre**).

Legacy Ports

Legacy Ports are ports provided on most computers to ensure that older devices can still be used. Unlike "hot-pluggable" devices, you need to turn off your computer before adding or removing a legacy-type device.
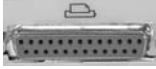
A **Parallel** port (also known as **printer** or **LPT** port) is typically used to connect devices such as printers, scanners or external disk drives.

A **Serial** port (also known as **communication** or **COM** port) is typically used to connect devices such as an external modem, a mouse or a digital camera.
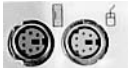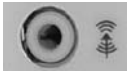
A **PS/2** port is a typically used to connect a mouse or keyboard to your computer.

A **Midi/Game** port is used to connect a joystick or a MIDI (Musical Instrument Digital Interface) device.

Sound Connectors

A **Line-Out** jack is used to connect speakers to your computer.

A **Fibre-optic Line-Out** emitter allows you to enjoy S/PDIF quality sound. If you own a 5.1 speaker set connected to an amplifier with fibre-optic entry, you can enjoy Dolby Digital sound when playing DVDs on your computer. Please refer to **InfoCentre** and contact a vendor of audio equipment for more information on the equipment required.

A **Line-In** jack is used to connect a sound source to your computer.
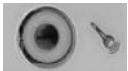
A **Microphone** jack is used to connect a mono microphone with a 3.5 mm plug.

TV-out

A **TV-out** port allows you to use a television (with appropriate video-in connector) as an external display device. To transmit sound, you will also need to connect the Line-Out port of your computer to your television. Please refer to both **InfoCentre** and your television's instructions to make sure all connections and options are properly activated.

Communication Ports

Modem

The **modem** is a bridge between digital signals from your computer and analogue signals from the telephone line. It will convert digital data into an analogue signal.
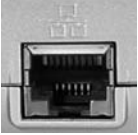
You cannot use the modem and the telephone simultaneously on a single phone line. Picking up a telephone handset while using a modem may disconnect that transmission. Unless you are connected using a **cable, ISDN** or **ADSL line** (which require an additional modem), you will not be able to call out or receive calls when connected to the Internet.

LAN (Local Area Network)

A **LAN** is a group of computers (for example, within an office building or home) that share a common communications line and resources. When you set up a network, you can share files, peripheral devices (such as a printer) and even an Internet connection.

The LAN port (also known as Ethernet or Network port) looks very similar to the Modem port, they are often situated near each other and can easily be mistaken. The LAN port is slightly larger than the Modem port.

*For a comprehensive overview on networking and instructions on setting up your own network, please browse the **Tutorials** in **InfoCentre** and **Windows Help and Support Centre**.*

In thunderstorm conditions, make sure that you disconnect your modem from the telephone line or your TV port from the aerial socket. A lightning strike to nearby telephone lines or an aerial could damage your modem, TV card or even your whole computer system.
Please note that the product warranty does not apply if damage to your computer is the result of a lightning strike.

TURNING YOUR COMPUTER ON/OFF

Turning your computer ON

1. First, switch ON any devices connected to your computer (including a monitor) by pressing the main ON/OFF switches on these devices.
2. Then switch ON your computer by pressing the main ON/OFF switch.

To share the family computer and have your own system settings every time you turn on the computer, you can set up accounts for each user. You can access and modify your accounts at any time by clicking on **Start > Control Panel > User accounts**.

Some programs might not work properly for users with limited accounts. Only a user with a computer administrator account has full access to other user accounts and all computer settings.

*For further information on personalising your computer, click on **Start > Help and Support > Customising your computer.***

Turning your computer OFF

Make sure all applications are closed before you turn off your computer.

Once the computer has shut down, switch OFF any external devices, such as the monitor, if they have a power button.

You may also turn off your computer without going to the Windows Start menu. Simply close all your applications and press the power button.

Forced Shutdown

If you are having problems turning off your computer, then try using the **Task Manager**. This utility provides information about your system's performance and displays details about programs and processes running on your computer.

❶ Press the **<Ctrl>+<Alt>+<Del>** keys simultaneously or right-click on an empty space on the taskbar and select **Task Manager** in the pop up menu.

If your computer still does not respond, press the computer power button to turn your computer off. Keep this button pressed until all of the LEDs turn off and wait for roughly 30 seconds before turning the computer on again.

Power options

The power options of Windows can control your computer's power state and allow you to save energy. Depending on your needs, you can define the power scheme that suits you best. Three power saving modes are provided: Turn off device, Standby and Hibernate.

To learn more about these features and how to use them, refer to the **Tutorials** section of **Info-Centre**, or browse the Windows **Help and Support Centre** by clicking on **Start > Help and Support**.

YOUR COMPUTER'S DOCUMENTATION

This User's Guide is not the only reference for information about your computer! **Packard Bell InfoCentre** contains the electronic documentation for your computer, giving you the help you need directly on your screen.
For more details and up to date information, please visit the **Packard Bell Support website**:
support.packardbell.com

Installing Packard Bell InfoCentre
To install **InfoCentre**, you have three choices:

After a few seconds, the first screen of the Setup Program will appear. When the Setup Program has finished, **InfoCentre** will start.

Please note that the **Click Me First** icon will disappear from the desktop once you have used it to install a program.

Working with Packard Bell InfoCentre

To open Packard Bell InfoCentre, double-click on the InfoCentre icon on your desktop or click on **Start > All Programs > Packard Bell Support > Packard Bell InfoCentre**.

Select a category

My Computer: Contains all the technical information about your computer's components and useful tips on how to upgrade your computer.

Accessories: Discover a collection of accessories specially designed for your Packard Bell computer.

Internet: Describes the Internet tools that are installed on your computer and useful tips about the Internet.

Tutorials: Contains a series of helpful articles on performing day-to-day tasks for beginners or advanced computer users.

Links: Display an electronic version of the User's Guide or visit the Packard Bell website.

The number of categories and titles available may differ according to the computer you purchased.

USING WINDOWS AND SOFTWARE

YOUR SOFTWARE LIBRARY

Where is my software?

Packard Bell computers include a wide range of software applications. **The types of programs and categories available on your computer depend on the model you purchased**.

Your software can be found:

- Preinstalled: your software is ready to use or to set up. However, some titles require a CD or DVD to run (typically, games or encyclopædia). You will find these discs in your computer's packaging.
- On a CD or DVD: the software first needs to be installed. To do so, click on **Start > All Programs > Packard Bell Software Library**. An installation wizard will start automatically and all you have to do is follow the instructions on the screen.

How do I access my software?

Starting a program is easy and only takes a few clicks. If the program you wish to run requires a CD or a DVD, it is always best to insert it into the drive before starting the application.

Where is my software documentation?

Most of the applications preinstalled on your computer by Packard Bell feature an online documentation file.

If you need help while using a program, press **<F1>** *on your keyboard, or click on* **Help** *or the* **Help** *icon (typically a ? sign).*

Please refer to the **Tutorials** *section in* **InfoCentre** *for further tips on using software.*

INSTALLING NEW SOFTWARE

If you purchase software that you would like to install on your computer, please check the system requirements to avoid compatibility issues. For a quick overview of your computer's specifications, please read the dedicated sticker on your computer's packaging. **If there is a problem during installation or when running the software, please contact the software provider's hotline**.

For more information about installing and removing software, please refer to the **FAQs** *later in this guide and to* **Packard Bell InfoCentre**.

Playing Audio CDs

You may use your computer as an Audio CD player. You can use **Windows Media Player**, or other audio software to play your audio CDs.

The Windows **Autoplay** function allows you to choose the way Windows handles media files on devices with removable storage (digital camera, CD, DVD, etc). If you have inserted an audio CD or a DVD movie, Windows will automatically display a dialogue box and ask you to choose how you want to play it.

Playing DVD films

Several players may be available on your computer. If Windows asks you to select a player, we recommend that you always choose the DVD player included with your software collection.

Certain Packard Bell computers feature a TV-out function allowing you to watch your DVD movies on your television set. To learn how to set up your computer to use this function, please refer to the **Tutorials** in **Packard Bell InfoCentre**.

VOLUME CONTROLS

Apart from the volume control on your computer, keyboard, monitor or speakers (depending on your equipment), you can also adjust the volume and balance of your speakers from Windows.

Adjusting the volume

To adjust the volume, simply click on the **Speaker** icon located in the Notification area, next to the clock.

If you cannot see the speaker icon:

❶ Click on **Start > Control Panel > Sounds, Speech, and Audio Devices.**

❷ Select **Sounds and Audio Devices.**

❸ Select **Place volume icon in the taskbar**.
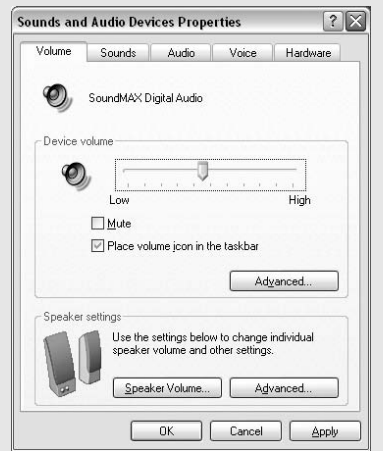
Drag the slider up or down to adjust the volume. Click in the **Mute** box to mute the volume. Click again to resume playback.

To access advanced volume control settings, double-click on the **Speaker icon** located in the Notification area to open the **Volume Control** window.

FIRST STEPS ON THE NET

WHAT IS THE INTERNET?

The International network of computers, or Internet, is a collection of computers that spans the world and communicate with each other over a great number of connected networks.

This allows you to explore a wide range of information, use online banking and other services, shop, chat with friends and family, play games with people, send e-mail and much more. All of this without leaving the comfort of your home.

*For more information on your browser and using the Internet, please refer to the **Internet** and **Tutorials** sections of **Packard Bell InfoCentre**.*

GET CONNECTED!

Your Packard Bell computer is 100% Internet ready and includes all the tools you need to get started and surf the Internet.

To get connected, you need to register with an **Internet Service Provider (ISP)**, which supplies the physical connection between your computer and the Internet. Certain computers come with a selection of ISPs already preinstalled. There are several ways you can set up your Internet connection using these selected ISPs.

If you wish to use an ISP of your own, please refer to the instructions supplied with the installation pack. Avoid using several different ISPs.

Please note that the **Click Me First** icon will disappear from the desktop once you have used it to install a program.

SURF THE NET!

To surf the Internet, you need a program called an Internet browser. The browser included on your computer is **Microsoft Internet Explorer**. Selected computers also feature the Packard Bell Companion, a browser designed exclusively for Packard Bell users.

To open your browser, press the Internet button on your keyboard (where available), or click on **Start** > **Internet**.

To get you started why not visit our website, **www.packardbell.com**! We are dedicated to making your time online fun and more rewarding.

Share your experiences with other Packard Bell users and find help in the **User Forum**, and check **My PC Support** to access information specific to your computer.

Our website is your gateway to a world of online activities and services: visit us regularly for the latest information and downloads!

INTERNET EXPLORER FEATURES

1. Click on **Help** or press **<F1>** on your keyboard.
2. Reduce, maximize or **close** the window
3. If the page is not completely visible on your screen, use the up and down arrows in the scroll bar. Alternatively, use the arrow keys on your keyboard, or the scroll button of your mouse or touchpad.
4. **Hyperlink**: click to jump to another topic or page.
5. Left-click and hold to **resize** the window
6. **Toolbar**
7. **Address Bar**: Type in a web address and click on the **Go** button.
8. **Status Bar**

WHAT IS E-MAIL?

An e-mail is an electronic letter that you can send from your computer. It is normally delivered in just a few seconds. You can also include files, photos, sounds and videos in your messages.

Your Packard Bell comes with *Microsoft Outlook Express*, which allows you to send and receive e-mail. Click on **Start** > **E-mail** to open the program.

When you subscribe to an Internet provider, you usually get one or more e-mail addresses (for you and your family members).

Example:

Granny@packardbell.com

Username   'at'   Domain   'dot'   Extension
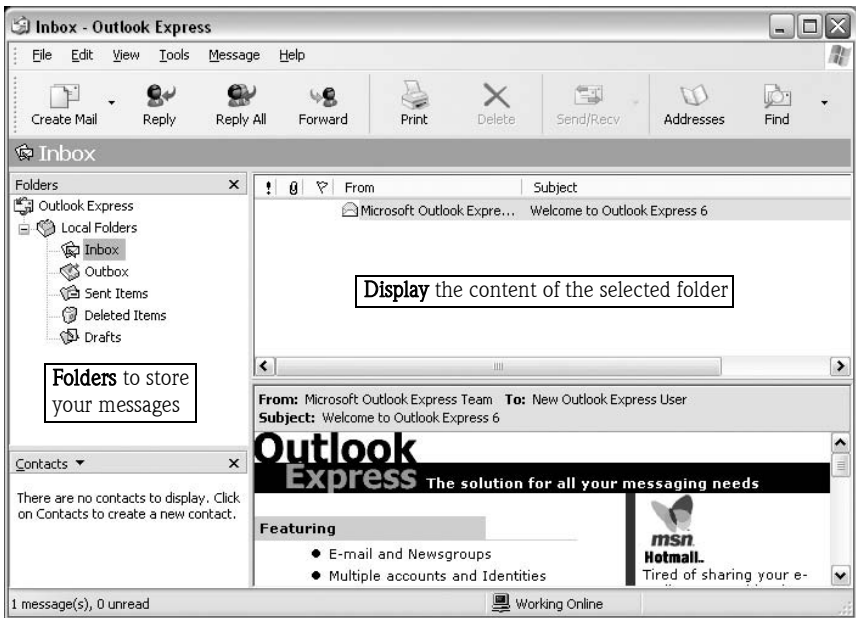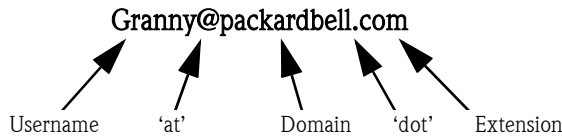
*You can write your messages **off-line** and connect to the Internet only when sending or receiving.*

If you use **dial-up Internet** it is easy to tell when you are online. Look for two small computers in the Notification Area, near to the clock.

EN 09:46

If your computer is equipped with a network port, you may see a similar icon marked with a red cross over it when inactive.
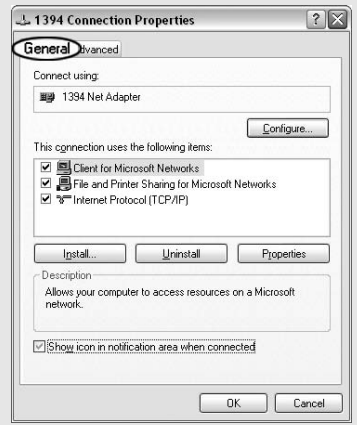
If you cannot see this icon:

❶ Click on **Start > Control Panel > Network and Internet Connections > Network Connections**.

❷ Right-click on the connection icon and select **Properties**.

❸ Select **Show icon in notification area when connected**.

YOUR INTERNET TOOLS

Your Packard Bell computer offers a combination of tools and features that make the Internet easy, safe and rewarding for every member of your family. Please see page 8 for a description of the **Multimedia buttons** and **Function keys** included on **Multimedia Keyboards**.

Depending on the model you have purchased, some of the options described in this guide may be unavailable. Check the **My Computer** and **Internet** sections of **Packard Bell InfoCentre** to see documentation on the features that are available to you.

KEEP YOUR COMPUTER SAFE!

A lot of complaints are made by the media about viruses travelling on the Internet and infecting computers over the whole planet. Be reassured! There is little chance of catching a virus when observing some basic safe computing guidelines.
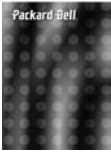
Please read Packard Bell recommendations in the **FAQs** section (page 28) and refer to the **Tutorials** in **Packard Bell InfoCentre** and the **Packard Bell Support website** (**support.packardbell.com**) for more information.

TROUBLESHOOTING

STEP BY STEP TROUBLESHOOTING

We all experience problems with our computer from time to time so **don't panic!** Although it might seem like a serious problem, in most cases it needs a simple fix that you can carry out without the need to call for help. Use this troubleshooting guide to help solve some common problems.

Step 1 - Check your documentation

Packard Bell User's Guide	Last Minute Information	Packard Bell InfoCentre	Universal Help Key
Track down the cause of your problem with the help of our **Step by step troubleshooting** section. ➜ *page 25* Find the solution to common problems with our **Frequently Asked Questions** (FAQs). ➜ *page 28* Keep your computer fit and healthy by using our **Packard Bell Utilities Suite**. ➜ *page 48*	Your computer may have included "last minute information" sheets. These contain useful tips and information that may be able to help you with your problem.	The **InfoCentre** on your Packard Bell computer contains a wealth of detailed information about your computer, hardware, software, the Internet and much more. ➜ *page 15*	Press the <**F1**> on your keyboard to access a program's online help system.

Software documentation

Most of the software supplied with your computer has online documentation that explains how to use the program. You can also check the manufacturers' websites for additional support, patches and downloads.

➜ *page 17*

Windows Help and Support Centre

This is a central library that gives you access to tutorials, trouble-shooting guides and the latest fixes, drivers and downloads on the Internet. Click on **Start** > **Help and Support**.

➜ *FAQ 5, page 31*

www.packardbell.com

Visit the Packard Bell Support website at: **support.packardbell.com**

Our website contains up to date information, help, drivers and downloads for your Packard Bell computer. Share your experiences with other Packard Bell users and find help in the **User Forum**, and check **My PC Support** to access information specific to your computer.

Step 2 - Ask yourself the following questions

Has new software been installed?

Possible cause	Possible solutions
Installing new software may cause conflict with your existing software.	1. Check if the software comes from a **reliable source**, check the **documentation** provided or the manufacturer's **website**. ➜ *page 18* 2. **Restart** your computer. ➜ *page 13* 3. **Uninstall** the software and then re-install it. ➜ *FAQ 20, page 45*

Has a new hardware device been installed or connected?

Possible cause	Possible solutions
When you install a new hardware device, Windows usually detects it automatically and copies the appropriate files (drivers) to your computer to make it work. This process modifies the system files and can sometimes generate conflicts within Windows.	1. Check the **documentation** provided with your new device. ➜ *FAQ 20, page 45* 2. **Restart** your computer. ➜ *page 13* 3. **Uninstall** your hardware device and then re-install it. ➜ *FAQ 20, page 45*

Have your computer's connections been modified?	
Possible cause	**Possible solutions**
If you have moved the computer or if you have installed a new hardware device, you may have unplugged or modified some connections.	*1. Check all **connections**.* ➜ *FAQ 1, page 29; FAQ 10, page 35; FAQ 11, page 36* *2. Check the **power** outlets (if the computer and/or monitor fail to switch on).* ➜ *FAQ 1, page 29* *3. Check the **telephone** line (if the modem does not work).* ➜ *FAQ 15, page 39*

Has the environment around your computer changed?	
Possible cause	**Possible solutions**
Interference from magnetic sources (TV sets, other monitors, mobile phones, etc.) may cause your computer to malfunction.	*1. Place your computer as far as possible from **electromagnetic sources**.* ➜ *page 4; FAQ 13, page 37* *2. Avoid placing your computer on a carpet or any other surface that can generate **static electricity**.* ➜ *page 4* *3. When opening your computer, make sure that its **environment** is static-free.* ➜ ***InfoCentre**, page 15*

Step 3 - Use the tools included on your computer

Windows and Packard Bell have included powerful tools on your computer. Before you contact Packard Bell, please try the following:

- Use **Packard Bell Smart Restore** to reinstall any of the software or drivers that are supplied with your Packard Bell computer. If you need to reinstall software or drivers for other items, please check the user manual supplied with the product, or the manufacturer's website.

➜ *page 55*

- **Remove** all non Packard Bell devices and programs you have added.

➜ *page 45*

- Use **Windows System Restore** to restore your computer to a previous state.

➜ *page 33*

- If you are still experiencing problems, use the **Packard Bell Recovery Program** to restore your computer to its original configuration.

➜ *page 50*

- If problems persist and you want to contact Packard Bell, please run the diagnostic tools in **Packard Bell Snapsys** and send the result to our Customer Contact Center.

➜ *page 56*

Step 4 - Contacting Packard Bell

If you are not able to resolve your problem you can contact Packard Bell Customer Support. Please check the terms of your warranty, and have your computer's serial number to hand before you call us. Please write down any error message causing the problem, and the computer in front of you and switched on if possible.

➜ *Warranty & Service Sheet*

FREQUENTLY ASKED QUESTIONS (FAQ)

Check the **Packard Bell Support website** *for up to date answers to more FAQs.*
support.packardbell.com

START-UP

1. MY COMPUTER DOES NOT START

Possible cause	Possible solutions
You have not turned on your system correctly.	*Make sure that you have switched on both your computer and monitor.* ➜ *page 13*
No power is supplied to your computer devices.	1. *Check the power cord connections between your computer and the power outlets.* 2. *Check the power cords.* 3. *Check the power socket by plugging in a lamp that is known to work.*

If you are using a desktop computer:

Unplug the computer's power cord from the wall socket and keep the power button pressed for at least ten seconds. Then release it, connect the power cord again and press the power button to turn on your computer.

Before you connect or disconnect the power cord to the back of the computer, please ensure that the power plug is disconnected from the wall outlet.

You are using a battery to power your computer (typically for notebook computers).	1. *Check that the battery is correctly inserted.* 2. *Check that the battery is sufficiently charged.* 3. *Connect the AC adapter and attempt to start the computer.*

Certain computers use **Smart Batteries,** these include a power gauge: Turn off your computer, remove the battery and press the contact next to the gauge.

You have switched your computer on. It makes noise but nothing appears on the screen.	*Check the colour of your monitor's power indicator light.* ➜ *FAQ 11, page 36*
You have made changes to your computer before restarting (e.g. you have installed a new program, hardware device, etc).	*Try to restart your computer using one of these options:*

- **Last known good configuration**: to restore the system settings that were in effect the last time the computer started successfully

1. Switch your computer and monitor on.
2. When the Packard Bell logo appears, press <**F5**> on your keyboard for a few seconds.
3. Use the arrow keys to highlight **Last Known Good Configuration** and press <**Enter**>.

You may lose data that you have entered after the last successful boot. For more information about this feature, please refer to the **Windows Help and Support Centre***.*

- **Safe Mode**: to start using basic files and drivers (and access System Restore).

  Perform steps 1 and 2 above and use the arrow keys to highlight **Safe Mode** and press <**Enter**>.

- **System Restore**: to restore all systems and applications that were in effect at the time when your computer was working optimally.

➜ *See FAQ 8, page 33, for instructions on using System Restore.*

➜ *See FAQ 6, page 31, for further details on your recovery tools.*

2. Upon startup, my computer displays unusual commands

1. My computer says "Non system disk" or "Invalid system disk

Possible cause	Possible solutions
There is a diskette in the floppy disk drive.	*Remove the diskette from the floppy disk drive and press the <**Enter**> key to allow Windows to start.* ➜ *page 9*
The system files on your hard disk drive are damaged and your computer can no longer read them to start.	*This may be caused by a virus: run a virus scan after successful restoration of your computer.* ➜ *See 'How to protect your computer against viruses' in **InfoCentre** and FAQ 18, page 43.* ➜ *See FAQ 7, page 32, for details on your recovery tools.*

2. My computer says "Press F2 (or DEL) to enter Setup"

Pressing <**F1**> or the <**Delete**> key will take you into the BIOS. This controls the hardware of your computer. You should only enter the BIOS when asked to do so by a qualified technician. Ignore this message and your computer will start as normal.

If your computer stops on this screen, please contact the Packard Bell Customer Contact Centre for assistance.

3. Upon startup, my computer emits a continuous beeping sound

Possible cause	Possible solutions
There is a keyboard or mouse detection failure.	*Check your keyboard and mouse connection.* ➜ *FAQ 9, page 34 and FAQ 10, page 35*
There is a stuck key on the keyboard or a stuck button on the mouse or touchpad.	*1. Switch your computer OFF.* ➜ *page 13* *2. Press all the keys of your keyboard to ensure that no key is stuck.* *3. Tap the mouse/touchpad buttons to ensure that none of them are stuck.* *4. Switch your computer ON again.*
The fan inside your computer may be failing.	*Contact the Customer Contact Centre.* ➜ *page 27*

FAILURE

4. My computer has stopped responding

Possible cause	Possible solutions
Your computer suddenly stops. The screen displays a frozen image or nothing at all and the computer ignores keyboard and mouse input.	
The computer is busy performing a task or a complex calculation.	*1. Wait until the current task is completed.* *2. If, after a while, your computer still does not respond, try to restart it using the Task Manager.* ➜ *page 13*

USING WINDOWS XP

5. WHERE DO I FIND HELP ON MY OPERATING SYSTEM

Windows XP contains support tools that can help you to get started using your computer or to accomplish more complex tasks if you are an expert user (some features may be optional).

If available, start with **Microsoft Interactive Training** to learn how to perform basic tasks with your new computer and use Windows
(**Start > All Programs > Accessories > Microsoft Interactive training**).

The **Help and Support Centre** contains extensive help topics, tutorials, troubleshooting and other support services provided by Microsoft® and Packard Bell.

To begin your search, you can either pick a task, a help topic, or enter keywords in the Search box. You can browse through topics by clicking on the many hyperlinks contained in each article.

Also browse the **Packard Bell Support website** (**support.packardbell.com**) and the **Tutorials** in **Packard Bell InfoCentre** to discover tips on many of the tasks you can achieve with your computer.
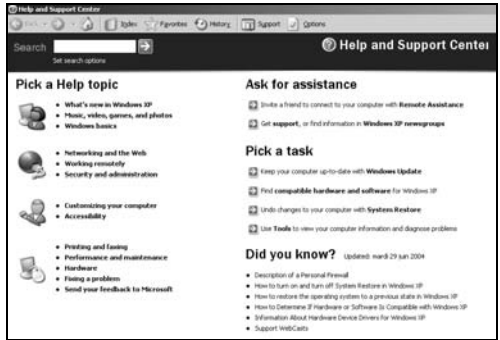
RECOVERY AND DIAGNOSTICS

6. WHAT ARE THE TOOLS ON MY COMPUTER?

Packard Bell Utilities

Packard Bell has included several powerful recovery tools especially designed for your computer.

- **Packard Bell MasterCD/DVD Creator**
To transfer your computer's recovery data to CDs or DVDs.

- **Packard Bell Recovery Program**
To restore your entire computer to its original configuration.

- **Packard Bell Smart Restore**
To reinstall software and hardware drivers provided by Packard Bell or restore your entire computer to its original configuration.

- **Packard Bell Snapsys**
To monitor device drivers changes and maintain your computer.

We strongly recommend that you read all instructions before you use any of these utilities.

Windows tools

- **Device Manager**

To disable a hardware device and its drivers if you suspect the computer became unstable after installing it.

➜ *FAQ 7, page 32*

- **System Restore**

To restore your computer to a previous state if a problem occurs, without losing your personal data files.

➜ *FAQ 8, page 33*

- **Last known good configuration**

To recover from problems that may be caused by a newly added driver or application.

➜ *FAQ 1, page 29*

7. HOW TO USE THE DEVICE MANAGER

The Device Manager allows you to manage and control your computer's hardware:

❸ **Performance and Maintenance > System > Hardware > Device Manager**

Double-click on the type of device you want to view

Right-click and select **Properties**
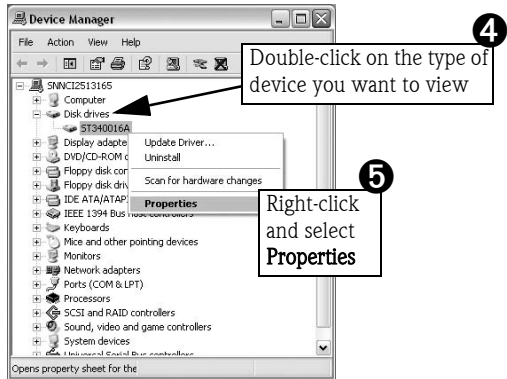
Driver Details
This option tells you about the driver installed for your hardware device.

Update Driver
This option can install a newer version of the driver from a disk. It should be used by advanced users only. To download and install drivers in one click, please visit the Packard bell Support website.

Roll Back Driver
If a new version of a driver causes problems, you can use this option to return to the older version.

Uninstall
This option will delete the driver from your computer. **Do not use this option unless** you are certain you will no longer need the driver.

Troubleshoot *(under the **General** tab).*
This option guides you through a number of tests to determine if your hardware is working normally.

> *The Device Manager also allows you to change your hardware configuration settings, but you* **should not use this option unless** *you are an expert user.*

8. HOW TO USE WINDOWS XP SYSTEM RESTORE?

System Restore monitors the changes to your computer and automatically creates restore points to revert to a previous time if necessary. It can undo harmful changes to your computer and restore its settings and performance, while saving your personal documents and e-mails.
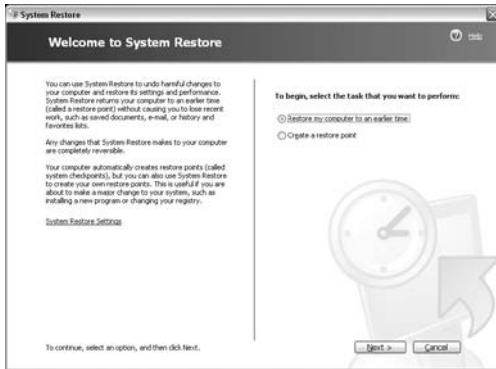

When you restore your computer you will need to reinstall any programs you installed after the restore point was created. These programs will not work until you do this. System Restore does not uninstall programs.
To do this, you should use **Add or Remove Programs** in the Control Panel (**Start > Control Panel**).

You can use System Restore to:

Restore your computer to an earlier time
This option will return to your computer to how it was on an earlier date. System Restore will not affect your personal documents or e-mails (it will not restore lost documents either).

Create a Restore Point
Windows makes regular restore points automatically. Certain programs and drivers also create restore points before they are installed. You can use this option to create your own restore points when you need to.

Undo the last restoration
If your computer becomes unstable after you have used a restore point you can use this option to undo the restore point.

➜ *FAQ 1, page 29*

KEYBOARD AND MOUSE / TOUCHPAD

9. MY KEYBOARD DOES NOT WORK

Possible cause	Possible solutions
The Numeric pad is disabled.	When the Num Lock key is active, the Numeric pad can be used to enter numbers, like the keyboard of a calculator. When the <**Num Lock**> key is not activated the keypad either functions as a second set of cursor keys (on "full-sized" keyboards), or they revert to normal letter keys (on certain compact keyboards). On some computers, the Num lock icon is shown in the Notification Area.
Your keyboard is not properly connected.	If you have an RF (cordless) keyboard, check that the receiver is connected properly. If your receiver uses a USB connector, try to connect it to another port. Also check your batteries. ➜ page 6
	1. Switch your computer OFF. ➜ page 13
	2. Disconnect then re-connect the keyboard properly.
	3. Switch your computer ON.
USB keyboard or mouse	PS/2 keyboard or mouse
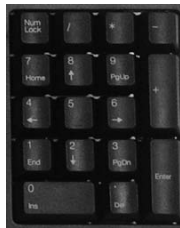
10. MY MOUSE OR TOUCHPAD DOES NOT WORK

Possible cause	*Possible solutions*
Your mouse is not properly connected.	*Follow the same procedure as for checking keyboard connection.* ➜ *FAQ 9, page 34*
The mouse needs to be cleaned	1. *Switch your computer OFF.* 2. *Turn the mouse upside down.* 3. *Open the underside of the mouse.* 4. *Extract the track ball from the mouse belly and clean it* 5. *Gently clean the bearings in the track ball housing with a moist soft cloth. If it needs further cleaning, carefully remove any dirt that has accumulated on the bearings with a solid, blunt object.* *Optical mice do not have a track ball and do not get as dirty as regular mice since they do not pick up as much dust.*
The controller properties are not properly set up.	*If the pointer moves with difficulty, too quickly or too slowly, or if double clicking does not work all the time, try to adjust the properties of your controller.*

❸

Printer and other Hardware > Mouse

Click on the different tabs to access the properties and modify how your mouse or touchpad acts.
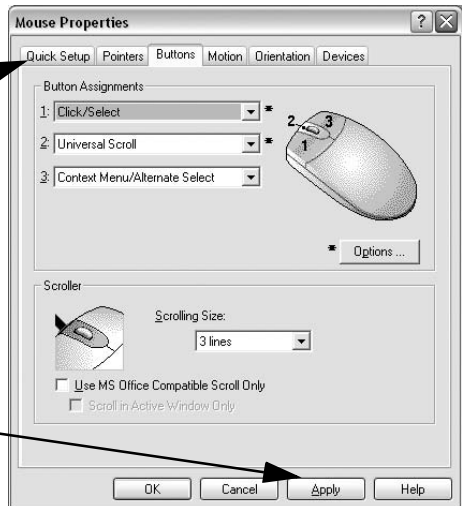
Click on **Apply** to confirm your settings then on **OK** to close the Mouse Properties window.

MONITOR AND DISPLAY

11. NOTHING APPEARS ON THE SCREEN

Possible cause	Possible solutions
You are using a battery to power your computer (notebook computers):	1. *Check that the battery is correctly inserted.* 2. *Check that the battery is sufficiently charged.* 3. *Connect the AC adapter and attempt to start the computer.*
If your computer is ON, look at the colour of your monitor's power indicator light:	
If the LED is not lit, you may not have turned your computer on correctly.	*Make sure that you have switched both your computer and your monitor on.* ➜ *page 13* *If the indicator light does not light up, check the power connections.* ➜ *FAQ 1, page 29* *Check your monitor's connections:* 1. *Switch your system off.* 2. *Check that your monitor is properly connected to your computer.* 3. *Switch your system on.*
	Certain computers are equipped with two video ports, one on the motherboard ('integrated video') and another on a high-performance graphics card using an expansion slot. Always connect your monitor to the **graphics card**, if present. If one video port does not work, then please try the other.
The light is amber: 1. Your computer is in power saving mode.	*Move the mouse or press a key on the keyboard to "wake up" the computer. The light should turn green.*
2. Your computer is in suspend mode (or has been turned off).	*Press the power button to "wake up" the computer. After a short pause the light should light up and you will be able to use your computer.*
If the light stays amber, then your monitor may not be properly connected to your computer.	➜ *FAQ 1, page 29*
The light is green: Your monitor's settings may be set too low.	*Adjust your monitor's brightness and contrast controls.*
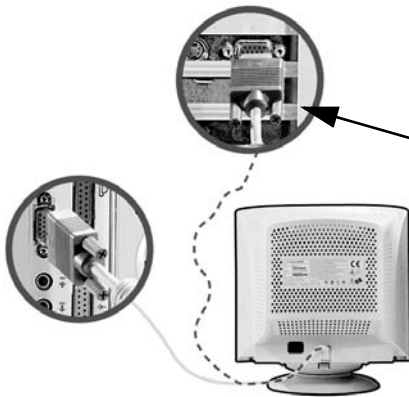
12. MY SCREEN SUDDENLY TURNS BLACK

You have not used your computer for a while. Suddenly, the image disappears from the screen.

Possible cause	Possible solutions
Your computer may have switched to a power saving mode.	*Move the mouse or press a key on the keyboard to "wake up" the computer.*
Your computer may be in suspend mode.	*Press the power button to "wake up" the computer.*

![Power Options] You can change the power saving properties of your computer.

➜ *page 13*

A screen saver may be active	*Strike any key to reactivate the display.*

If you wish to change the **screen saver** properties:
1. Close all open programs, with the exception of Windows.
2. Right-click on an empty spot on the Windows desktop.
3. Select **Properties** from the menu that is displayed.

Adjust the screen saver properties and the monitor energy saving features to your needs.
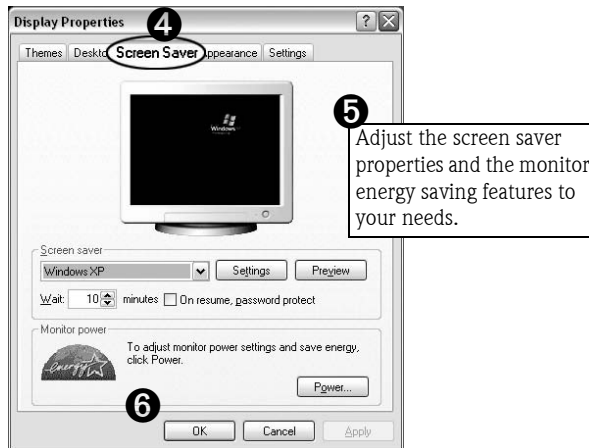
13. THE DISPLAY IS NOT CENTRED OR GETS WAVY

The image is smaller or larger than the screen surface

Possible cause	Possible solutions
Your monitor display may not be set correctly.	*Adjust the image size and/or position with the screen controls.*

LCD screens are designed to use a specific resolution. Changing this resolution may cause the display to grow beyond or shrink away from the edges of the screen. You should always attempt to use an LCD screen in its optimal resolution.

➜ *See your monitor documentation and/or InfoCentre*

I see thin lines scrolling down the screen, flickering images or wavy displays.

Possible cause	Possible solutions
Interference from other appliances or magnetic sources may cause irregular images on your screen.	*Switch your computer off and restart it. This should automatically adjust your display.*

The magnitude of **interference**, noise or distortion depends on your screen's proximity to sources such as TV sets, mobile phones, other monitors, refrigerators, large stereo speakers, power adapters, halogen lighting with built-in power supply or motor driven appliances. Faulty fluorescent light assemblies or the proximity to high voltage lines can also cause distorted images. **Place your computer as far as possible from these sources**.

If there is no source interference, or removing the source of interference does not alleviate the symptoms, please refer to your monitor documentation to perform a series of screen adjustments (image size and position, refresh rate, degauss, etc.). Certain adjustments may not be available, depending on the display technology used.

SOUND

14. MY COMPUTER HAS NO SOUND

Possible cause	*Possible solutions*
The speaker volume may be set too low.	*Adjust the volume controls (either on your speakers,keyboard, or on the computer).*
Your speakers may not be connected properly (only applies to external speakers).	1. *Check all the speaker cables to ensure that they are connected properly.* 2. *If your speakers are equipped with a power adapter, make sure that it is plugged into a power source (wall outlet or back of your monitor) and that the speaker power is on.*
The Windows main volume control needs adjusting.	*Click on the speaker icon on the right side of the Notification area to make the volume control bar appear.*

If you cannot see this icon, go to the **Control Panel** to display it:

To reduce clutter in the notification area, icons that haven't been used in a while are hidden. For a quick view of these icons, click on the arrow in the notification area. If you click on an icon, it will be displayed on the notification area for easier access.

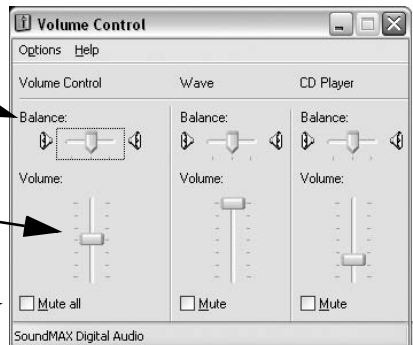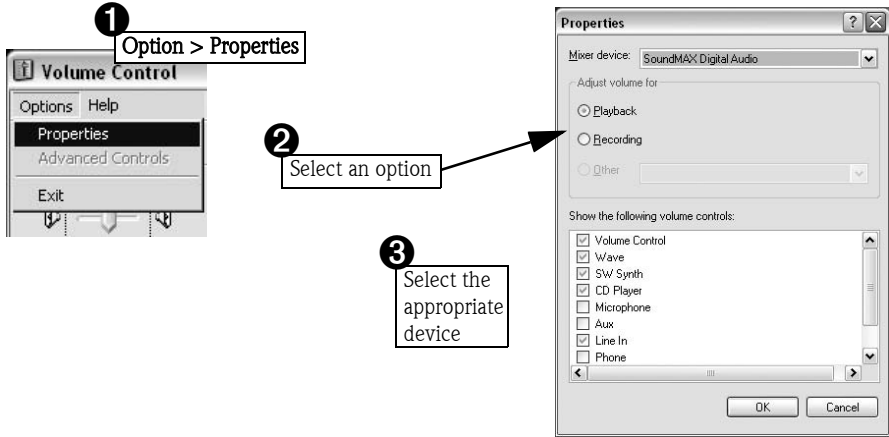|	
Your computer's volume control settings may need adjusting.	*Double-click on the speaker icon in the Notification area.*

Adjust the **Balance** to make sure that sound comes from both speakers.

Click and hold the slider.

Make sure the **Mute** option is NOT checked.

To display more volume controls:

❶ Option > Properties

❷ Select an option

❸ Select the appropriate device

Your sound hardware does not work properly.	1. Check that your sound card is correctly config-ured. Click on **Start > Control Panel > Sounds, Speech, and Audio Devices > Sounds and Audio Devices**. In the Sound and Audio Devices Proper-ties, select the **Hardware** tab. 2. Run the Packard Bell Smart Restore utility to easily uninstall and reinstall the faulty components drivers. ➜ *page 55*

Your computer will not play audio CDs.

1. Make sure that your computer sound is set up properly.

➜ *See previous steps*

2. Make sure that the disc's printed side is facing upward in the drive and that the disc is lying flat in the drive tray.

➜ *page 10*

3. Wait for the disc drive's indicator light (busy signal) to stop flashing before you try to start the CD player program.

➜ *page 10*

4. Make sure that the disc's surface is clean and scratch free.

➜ *page 11*

Make sure the CD is not **copy-protected**. Some audio CDs include a copy protection mechanism to avoid illegal copying. This mechanism prevents the CDs from being played or copied on a com-puter. In this case, playback is only possible on conventional CD or DVD players.

INTERNET

15. I CANNOT CONNECT TO THE INTERNET

In order to get the best possible Internet connection from your computer and phone line, ensure that you:
- Always connect to a grounded power socket;
- Connect your modem directly to the phone socket; and
- Avoid using telephone extension cables (this degrades the signal quality).

In thunderstorm conditions, make sure that you disconnect your modem from the telephone line and pull out the power cord from the power outlet.

➔ *page 3*

Possible cause	*Possible solutions*
Your account details have not been released yet.	*1. After you have just performed your online sub-scription with an Internet Service Provider (ISP), it is recommended that you restart your computer to complete the Internet setup process.* ➔ *page 13* *2. The first time you use your Internet connection, your account may not be accepted immediately. Certain ISPs require a short setup period to process your account details. Please wait 30 minutes before you try to connect to their services again.*
You entered an incorrect user name and/or password.	*1. Check your user ID and password. Re-type them if necessary.* *2. Check exact spelling (upper and lower case, or any punctuation).* *3. Check the login and setup information given to you by your ISP*
The server you are trying to connect to is out of order.	*Check with your ISP whether the service is available.*
The settings in your Internet browser or your e-mail program may have been changed, or your internet connection settings may have been changed.	*When you subscribe, your ISP usually provides connection details (user name, password, server phone number, e-mail address, etc.). Check these details and restore your Internet settings, following the procedure given by your ISP.*
Your account with your Internet Service Provider has been terminated or your ISP server is unavailable.	*Contact your ISP and check the access conditions to their Internet server.*

You have moved and your dialling location has changed.

Change your settings by clicking on **Start > Control Panel > Network and Internet Connections > Network Connections**
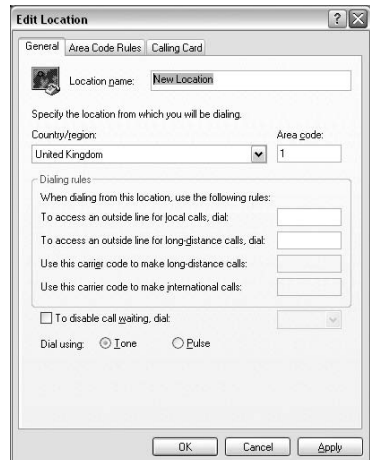
You have performed a complete recovery using the Packard Bell Recovery Program.

If you subscribed to one of the ISPs offered by Packard Bell, try to reinstall the Internet service:

Click on your provider's name

1. You are using a dial-up modem.

Possible cause	Possible solutions
The modem may not be connected properly.	*Check the modem cable connections between the computer and the telephone socket.*

➜ *See your Installation Guide*
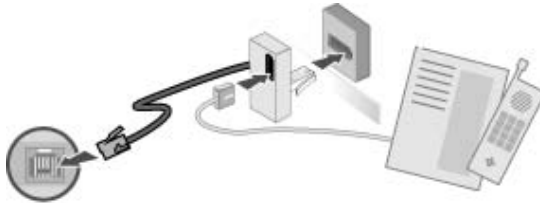
If your computer is equipped with a network port, make sure your modem cable is connected to your modem port and not to your network port.

➜ *page 13*

The telephone line may already be in use.	*Free the telephone line before you dial a modem connection.*

➜ *page 13*

You cannot phone and connect to the Internet at the same time if both your telephone and modem use the same line.

There is no dial tone.

1. *Disconnect your modem and plug in a telephone to check the integrity of your telephone line. If you can hear a normal dialling tone on the phone, then your modem or cable may be defective.*

2. *Check that the dial type is correctly set-up for your country. Click on* **Start > Control Panel > Printers and other Hardware > Phone and Modem Options > Dialing rules.**
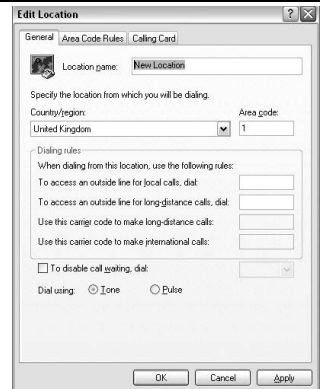
The modem is used by another program ("COM port in use" error message).	*You may have a telephone or fax program running; These use the modem and make it unavailable for other applications:*
	1. Close all programs that might use the modem (e.g. your telephone or fax software).
	2. Restart the computer. This will reset all connections.
	➜ *page 13*
The modem does not work at all.	*Run Packard Bell Smart Restore to easily reset and reinstall the faulty drivers.*
	➜ *page 55*

2. You are using ADSL or cable connection.

Possible cause	**Possible solutions**
Your ADSL connection has not been activated.	*Your ISP must contact your local telephone operator to activate ADSL access on your line. This may take several weeks. To enquire about your connection, please contact your ISP.*
Your ADSL modem is not picking up the line.	*1. Check all cable connections (e.g., plugs, sockets, filters).*
	2. Disconnect your modem and plug in a telephone to check the integrity of your telephone line. If you can hear a normal dialing tone on the phone, then your modem or cable may be defective.
Your modem is defective.	*Check the status lights on your modem and refer to manufacturer's documentation. If the problem persists and the connection has been previously working, then contact your ISP.*

16. WHEN SURFING THE INTERNET, I GET AN ERROR MESSAGE

Possible cause	**Possible solutions**
You are not connected.	*If you are using a dial-up modem, look at the lower right part of the Notification area.*
	➜ *page 23*

If you cannot see this icon:	
❶ *Click on **Start > Control Panel > Network and Internet Connections > Network Connections**.*	
❷ *Right-click on the connection icon and select **Properties**.*	
❸ *Select **Show icon in notification area when connected**.*	
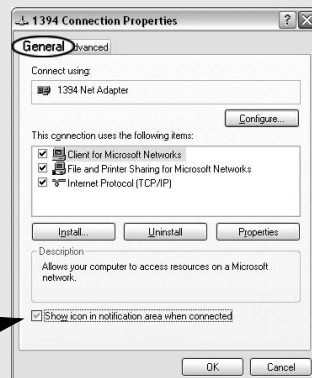
| A connection to the remote site cannot be established. | *Try again later or check with your ISP whether the service is available.* |
| A pop up message warns me that the page contains errors. For example, 'the page contains javascript errors'. | *Simply click on **OK** to close the message window.* |

17. I CANNOT SEND OR RECEIVE E-MAILS

Possible cause	Possible solutions
You are not connected. 	*To send and receive e-mails, you need to be connected to the Internet.If you are using a dial-up modem, look for the computer icons at the lower right part of the notification area.* ➜ *FAQ 16, page 42*
Your ISP or that of your recipient is having technical difficulties.	*Try again later or check with your ISP whether the service is available.*
Using several ISPs or e-mail accounts can cause problems.	*Check that you have selected the correct ISP for the account you are attempting to use.*
Outlook Express has stopped responding.	*Close Outlook Express and any other applications, restart your computer and try again.* ➜ *page 13*
Your Internet account settings may have been changed.	*Disconnect from the Internet:* 1. *Close **Outlook Express** and any other applications.* 2. *Check your connection details (username, password, server phone number, e-mail address, etc.) and restore your Internet settings, following the procedure given by your ISP.*
I have sent a message but I get an error message in reply.	1. *Check the spelling of your recipient's e-mail address.* 2. *Check with your recipient that the e-mail address is still valid.*

18. I SEEM TO HAVE A VIRUS ON MY COMPUTER

If you suspect your computer has been infected by a virus, you should **first perform a virus check** to try to fix it and always observe some basic safe computing guidelines:

1. **Run an antivirus program**: Packard Bell has installed antivirus software on your computer. This program checks your computer for viruses and will delete any suspicious file. Run this program regularly and make sure you update it on the Internet and get the latest shield against malicious viruses.

Should you need further assistance, please contact the Antivirus program editor. Packard Bell guarantees that your computer was 100% virus free at the time of purchase and does not cover damages due to viruses.

2. **Use a Personal Firewall**: A firewall is a security system designed to prevent unauthorized access to or from a private network. It acts as a shield to block dangerous Internet threats and keep the information on your computer safe and private. Windows XP has a built-in firewall that you can use straight away.

To access the firewall, click on **Start > Control Panel > Network and Internet Connections > Network Connections**. Select the Internet connection that you want to protect and click on **Change settings of this connection**.

For more information on this feature, please consult the **Windows Help and Support Center**.
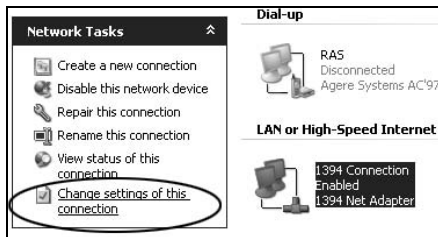
3. **Use Microsoft Windows Automatic Updates**: Windows can keep your computer up to date automatically with the latest updates and drivers, thus protecting your computer from the latest threats.

To turn on the Automatic Updates feature, click on **Start > Control Panel > Performance and Maintenance > System > Automatic Updates** and then select **Keep my computer up to date**.

4. **DO NOT OPEN suspicious e-mail attachments**. To be completely safe, scan the attachment with your anti-virus software before you open it. Delete any suspicious message from your Inbox and go into the **Deleted Mail** folder to permanently remove it.
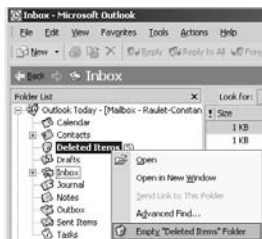
PRINTER

19. MY PRINTER DOES NOT WORK

The guidelines below cover the most common types of problems encountered with printers. Please **read your printer's manual** for specific instructions. Should you need further assistance, please contact the manufacturer of your printer.

Possible cause	Possible solutions
The printer is OFF.	*Switch the printer ON.*
The printer is OFF Line.	*Press the printer's on line button.*
The printer is out of paper.	*Add paper.*
The paper is jammed.	*See your printer's user's guide for information about clearing paper jams.*
The printer has generated an error message.	*See your printer's manual for information about resolving error messages.*

The printer is not connected properly.	Check that the cables are securely connected to the printer and computer. Use a grounded AC power outlet (or power strip).

Remember to shut down your computer and printer before disconnecting or re-connecting any cables (even if your printer uses a Hot-pluggable type connection).

USB connection	**Parallel connection**

No power is supplied to the printer.	1. Plug the printer into a different **wall socket**. 2. Restart the computer and printer again and try printing to determine if the previous socket was faulty.
The printer cable is damaged.	If you have **another printer cable**, try using it to determine if your printer cable is faulty.
Your printer is not installed correctly in Windows.	Try to **reinstall** your printer. See your printer's manual for information about installing the printer in Windows.

ADDING SOFTWARE AND HARDWARE

20. HOW TO INSTALL NEW SOFTWARE AND HARDWARE

In the event you encounter a problem with a new program or hardware, **please check the supplied documentation** as well as the manufacturer's website. For support, please contact the manufacturer's hotline. Packard Bell cannot be held responsible for any damage caused by a hardware or a software adding.

Software

Packard Bell software

To install, remove or reinstall a program that is shipped with your Packard Bell computer, you can use the Packard Bell Smart Restore utility.

Additional software

Before purchasing new programs, check that they can run on your computer. Each software program has **system requirements,** such as the amount of memory or hard drive space needed to run. These requirements can usually be found printed on the software box.

A) *My Computer Information*

Click on **Start > Help and support > Use tools to view your computer information and diagnose problems** (under *Pick a task*) > **My Computer information**.

For a quick overview of your computer's specifications, please read the dedicated **sticker on your computer's packaging**.

B) *System Information*

Select an item and click on **+** to display more options
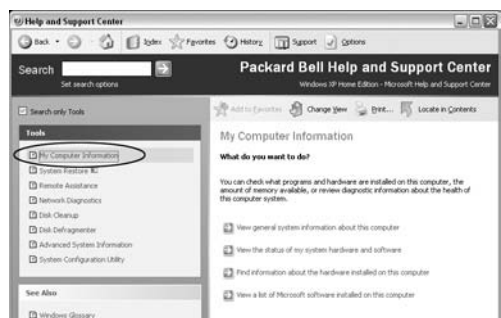
Installing a program

When you install a new program, first **read the instructions** included with it as installation instructions can vary from product to product.
Before installing any new program, be sure **all other applications** are **closed**.

❶ Insert

❷ Most CDs or DVDs start automatically and display an installation screen. If the disc does not start automatically:

❸ Right-click on the disc's icon and select **Explore**.

❹ Double-click on the **Setup** (or **Install**) icon and follow the on-screen instructions.

Uninstalling a program

❹ Select a program from the list.

❺ Click on **Change or Remove Programs**.

Hardware

Before purchasing a new hardware device, check that it can be used on your computer. Check your **computer's configuration**.

➜ *page 45*

Internal hardware component

If you wish to install an internal hardware component, it will be necessary to open your computer.

For best results, an **authorised service provider** should perform such installation. For further information on upgrading your system's Random Access Memory (**RAM**) or Processor (**CPU**), refer to your computer's documentation in **InfoCentre**.

➜ *See **My Computer** in **InfoCentre**.*

If installing an **adapter card** (PCI or AGP), please refer to the documentation provided with the card.

External hardware device

Installing a new hardware device such as a printer, scanner, joystick, etc. is not a complicated task.

Each type of device has its own installation specifications and process. Check the documentation provided with your hardware device for details about installing your device.

If you have problems installing your new hardware, you should **check the supplied manual first**. if you are still having difficulties, please **contact the manufacturer or retailer**, or check their website for more help and advice.

Remember to **shut down** your **computer** and **device** before disconnecting or re-connecting any cables.

➜ *page 13*

PACKARD BELL UTILITIES

Your Packard Bell computer contains tools that make resolving your computing issues quick and easy. The following utility programs may be available to you to guide you through the steps you will need to identify and correct problems you may encounter:

Packard Bell Master CD/DVD Creator	To make a safe copy of your computer's recovery data to CDs or to a DVD.
Packard Bell Recovery Program	To restore your entire computer to its original configuration.
Packard Bell Smart Restore	To reinstall software and hardware drivers provided by Packard Bell.
Packard Bell Snapsys	To monitor device drivers changes and maintain your computer.

PACKARD BELL MASTER CD/DVD CREATOR

Master CD/DVD Creator allows you to transfer your computer's recovery data to a "Master DVD" or a set of "Master CDs". This DVD or these CDs will then be required if you need to restore a program or your entire computer.

WARNING: when you create a Master DVD or Master CDs, you can either choose to retain the backup data on your hard disk or permanently delete it. WE STRONGLY RECOMMEND THAT YOU RETAIN THE BACKUP DATA ON YOUR HARD DISK DRIVE. If you delete the backup data, you will no longer be able to use all the options of the Packard Bell Recovery Program, the recovery process will take up to 1 hour and you WILL NOT BE ABLE TO RESTORE YOUR PERSONAL DATA AND SETTINGS.

Certain computers are provided with Master CDs or a Master DVD instead of the recovery data on the computer's hard disk drive. In this case, the Master CD/DVD Creator program is not required.

No separate copies of the Windows discs and Microsoft utilities are provided. All the programs are included in your Master CDs, Master DVD or hidden partition.

To use Packard Bell Master CD/DVD Creator, you need a CD or a DVD writer. If your computer was not originally equipped with a writer and you add one later, you can choose to install Master CD/DVD Creator. To do so, use Smart Restore to install both Master CD/DVD Creator and the burning software provided by Packard Bell.

Please read this section carefully before using Master CD/DVD Creator!

The Master DVD or CDs that you create will only contain the software that was originally on the hard disk of your computer when it left the factory. Your personal files and other software that you have installed will NOT be copied.

You can create only one DVD or one set of Master CDs for your computer.

To do this you will need:
• **A blank recordable DVD or several CDRs; DO NOT USE DVDRW or CDRWs.**
• **The burning software that was pre-installed on your computer by Packard Bell.**
• **A permanent marker to label your CDs. DO NOT USE STICKERS ON THE CD FACES.**
This operation takes time. During the whole process, do not shut down the computer or run any other programs. Make sure that your antivirus software, screen saver and energy saving mode are deactivated.
Should a power failure occur while you are creating your Master DVD or CDs, please restart Master CD/DVD Creator at the earliest opportunity. The program will automatically verify that your restoration files function correctly.

Starting Master CD/DVD Creator

You can launch Master CD/DVD Creator from Smart Restore. Before starting Smart Restore, save your current work and close all running applications, including your antivirus software.

Click on this icon to launch Master CD/DVD Creator

Creating your Master DVD/CDs

Throughout the process, you will be guided by on-screen instructions. Please read the information contained in each window carefully and follow the prompts.

- The program will create one disc at a time. A counter in the lower left part of the windows indicates the number of discs to create as well as the number of Master CDs created so far. When it is finished, the program will check your Master DVD or each Master CD for errors.
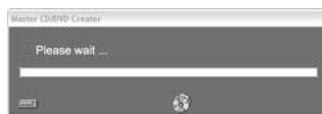
- After creating your Master DVD/CDs, you will have the option to either remove or keep your backup data on your computer. **We strongly recommend that you keep the backup data, as this will allow you to perform a partial recovery** (to restore your operating system and your personal data) and to use Smart Restore quickly and easily.

- Label your Master DVD or your CDs (Master CD 1, 2, etc.). Use a permanent marker to write on the disc's label side. **DO NOT USE STICKERS ON THE DISC FACES**.
- Store your Master DVD or CDs in a safe place. They contain the backup data of your computer and can be used with Packard Bell utilities such as Packard Bell Smart Restore, Snapsys, and the Packard Bell Recovery Program.

Accessing the extra free space

The free space created after writing your Master DVD or CDs appears in the form of a new virtual hard disk drive. The computer assigns the letter "D" to this new drive. It is as if you had two hard disk drives in your computer. To access it, click on **Start > My computer** and select **HDD (D:)**.

Your hard disk drive has been partitioned and is being treated as two separate drives by your computer. There is only one real, physical hard disk drive in your computer.

PACKARD BELL RECOVERY PROGRAM

The Packard Bell Recovery Program can restore your computer to the same state as when you purchased it, while giving you an option to retain all settings and personal data for later retrieval.

> **Due to the wide range of reasons for which the Recovery Program may be used, no guarantee can be given that all data will be retained.**

The procedure described below is only applicable if your backup data is stored on your computer's hard disk. If you wish to restore your computer using a Master DVD or Master CDs, please see instructions on page 53.

> **Before using the Recovery Program please FIRST try fixing your computer with Windows XP System Restore.**
> System Restore can be used to restore your computer to a previous state when it was known to function correctly, without affecting your personal data files (such as documents, browsing history, drawings, favourites, or e-mails).

The Packard Bell Recovery Program allows two types of recovery:
- **Complete Recovery** - Removes all your personal data and restores your computer to its original factory state. Using this option, all your data will be lost (personal documents and settings, drivers updates, etc.)
- **Partial Recovery** - Restores your original operating system and software to their original factory state without deleting your personal data.

> **DO NOT SAVE your data in C:\WINDOWS. During the recovery process, all data contained in this folder will be deleted.**

> **After recovery, all software titles that you have installed on your computer must be reinstalled before you can use them again. Only the pre-installed titles (e.g. DVD Player, CD-writer) will function without additional installation.**

Please read this section carefully before using the Recovery Program!

- **Backup your personal files:**

  Save a copy of your personal documents onto floppy disks, memory cards or high capacity disks. If you own a CD writer, you can backup larger amounts of data and create your own archives. Please refer to the **Tutorials** section in **Packard Bell InfoCentre** to learn how to create backups.

- **Return your computer to its original configuration:**
1. Remove any additional hardware components (e.g. sound card, video card, network card) that you may have added to your computer.
2. Re-install the original Packard Bell hardware components if you have removed them.
3. Make sure that your keyboard, mouse, monitor and speakers are connected properly (if appropriate for your computer).
4. Disconnect any additional devices that you have connected to your computer (e.g. scanner, printer, etc.)

Starting the Recovery Program

To launch the Recovery Program, you can either:

- Press the <**F11**> key upon startup, or
- use the Recovery Program shortcut in **Smart Restore**.

Before starting Smart Restore, save your current work and close all running applications, including any antivirus software.

If your computer cannot display the Windows desktop, restart your computer. When the Packard Bell logo appears, press the <**F11**> key for a few seconds to start the Recovery Program.

Using the Recovery Program

Packard Bell. Recovery Program
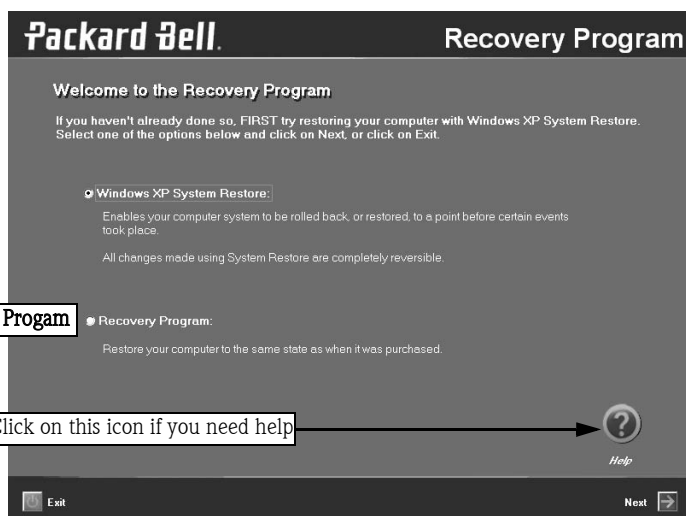
Recovery Program options

Partial Recovery:
Retains all user data for later retrieval and restores the computer to its original factory state.

❸ Choose between **Complete Recovery** and **Partial Recovery**

Complete Recovery:
Removes all user data and restores your computer to its original factory settings.
Warning! All user data will be lost.

Help

Previous   Next

If your computer's backup data has been erased or damaged, only the Complete Recovery option will be available.

If you wish to perform a Complete Recovery:

Complete Recovery will remove all your personal data and restore your computer to its original factory state.

Select **Complete Recovery** and click on **Next**. Then follow the on-screen instructions to complete the recovery.

If you wish to perform a Partial Recovery:
1. Select **Partial Recovery** and click on **Next**.
2. On the next screen, select which **User profile** (or **User Account**) to retain from the list and click on **Next**.
   > If you select the "**No Profile**" option, you will need to create one or several new profiles as when you started the computer for the first time. However, all personal data that was stored on the computer will be retained.
   > If you restore a **specific user profile**, your computer will display the Windows desktop of that specific profile in the same state as it was before the recovery, but redundant program shortcuts in the Start menu will be removed.

   In both cases all your personal data and settings will be retained in the **Documents and Settings** folder on the hard disk drive.
3. The next screen displays a summary of your selected options. Click on **Next** to launch recovery.

There may be a delay the first time that Windows restarts after the recovery process. This delay depends on the amount of data that must be retrieved from the selected account.

4. After the Partial Recovery process has completed and if you have used default Windows settings, you may retrieve your data in the following locations:

   > **Your Documents and Settings:**

   C:\documents and Settings\[Chosen User Name]\...

   > **Applications:**

   C:\Program Files\[Application Name]\...

   > **Other files:**

   You can use the Windows Search Engine to find other files.

You should consider deleting items on the desktop and in the Start Menu, and also folders for applications you no longer wish to use. DO NOT delete folders for software that you did not orig-inally install yourself – they may contain important Windows files.

5. Finally, reinstall software titles you wish to use.

Using the Recovery Program with Master CD/DVDs

If your computer was supplied with a Master DVD or Master CDs, if you received a Master DVD or Master CDs from technical support, or if you have transferred the backup data from your computer's hard drive to a Master DVD or Master CDs, please follow the instructions below.

A. Starting the Recovery Program

- Turn **ON** your computer.
- Insert the Master CD or DVD into the CD or DVD drive and close the tray.
- If Windows is running, then restart your computer by clicking on **Start > Turn Off Computer > Restart**. It will automatically boot from the CD or DVD.

- The drive's busy light should blink to show that your computer is booting on the CD.

If your computer does not boot from the CD, check the BIOS settings by pressing the <**F2**> key when you see the Packard Bell logo. The optical drive (CD or DVD) should be first in the list of "Boot" devices. Do not access the BIOS unless you are an expert user.

B. Using the Recovery Program

In the Recovery Program main menu, you can choose several options:

1. Standard System Restore

The Standard System Restore option of the Recovery Program resets your computer to the original factory settings. All files that were on the drive when you purchased your computer will be restored. Your hard disk will be exactly the same as when it left the factory.

All files you have added or created yourself and all changes made to the original files will be lost after the recovery process!

Before you begin the restoration process, do not forget to backup your valuable files (documents, pictures, etc.) on removable disks, such as floppy disks or recordable CDs (if your computer is equipped with a CD writer).

*Please refer to the **Tutorials** section in **InfoCentre** to learn how to create backups.*

- The first part of the restoration process will take about half an hour. Please do not remove the Master CD/DVD from the drive and do not shut down your computer!
- During the process, you will be asked to insert your Master CDs or Master DVD into your CD or DVD drive. Please do so, and press the <**Enter**> key to continue.
- An on-screen message will inform you when the restoration is finished. Before continuing, you will have to remove the Master CD or DVD from the disc drive. Then press any key to restart your computer.
- The computer will restart and the Windows installation procedure will start. Please be patient as this procedure may take as long as one hour to complete. During this time, your Packard Bell computer will not only reinstall all your original software but also restore your hardware configuration. Once this is finished you will have to perform the first start process, just like the first time you switched on your computer.

2. Advanced options

In the Advanced Options menu you can either choose to reinstall Windows only or make changes to Windows setup.

These options should only be used by advanced PC users or if you are asked to do so by a qualified Packard Bell technician. If you are not 100% sure that you want to continue, choose the **Cancel** option by pressing the <**Escape**> key or the <**3** > key.

Reinstall Windows Only: This process formats your hard drive and performs a new installation of Windows with the minimum settings. All the data including your personal files will be permanently deleted. Before you begin this process, do not forget to backup your valuable files.

3. Tools

The Tools menu includes a series of advanced tools to maintain your hard disk and check your Master DVD or CDs for potential errors.

These options should only be used by advanced PC users or if you are asked to do so by a qualified Packard Bell technician. If you are not 100% sure that you want to continue, choose the **Cancel** option by pressing the <**Escape**> key or the <**3** > key.

a. Edit

Runs the Microsoft MSDOS editor to write, edit and modify MSDOS program files.

b. Fdisk

Runs the hard disk partition manager utility. *Inappropriate use of Fdisk may result in an irreversible loss of all the data located on the hard disk. Partitioning software such as Fdisk, Gdisk or Partition Magic should be used only by advanced Computer users.*

c. Format Hard Drive

Performs a quick format of the computer's hard disk drive. *Inappropriate use of the Format command may result in an irreversible loss of all the data located on the hard disk.*

4. Cancel to return to DOS

Closes the Recovery Program and exits to DOS mode. Should you find that the computer has returned to DOS, this intends to be used by technicians. Simply restart your computer.

PACKARD BELL SMART RESTORE

Smart Restore is a Packard Bell program that allows you to safely remove or reinstall the software shipped with your computer, and restore your original hardware configuration, should you have problems with drivers.

If you have a Master DVD or Master CDs for your computer, please have them ready. Smart Restore may prompt you to insert a disc when needed.

Starting Smart Restore

Before starting Smart Restore, **save your current work** and **close all running applications**, including any antivirus software.


Uninstalling and Reinstalling Software

You may want to remove a program if you do not use it any longer and you want to free up some space on your hard disk drive. Alternately, you may want to reinstall a program if it has been corrupted and does not work any longer, or if it keeps generating errors on the computer.

Select the **Software** tab. When you position the pointer over a software name, its colour changes, indicating that you can select it.

The red **x** mark means the program is marked for uninstall.
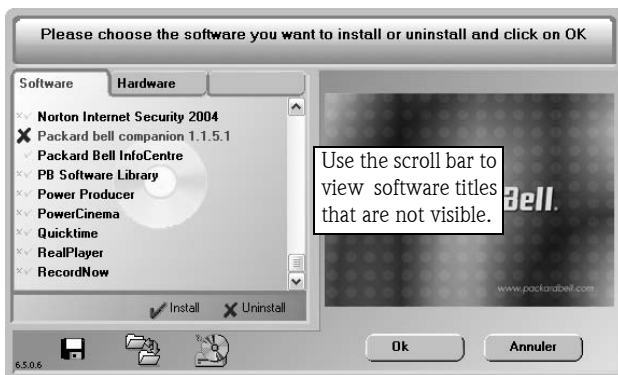
Use the scroll bar to view software titles that are not visible.

- To select a program to reinstall, **click on its name once**. A green tick will appear in front of it.
- To select a program to uninstall, **click on its name a second time**. A red cross will appear in front of it.
- To deselect a program, **click on its name a third time**.

You may select as many programs as you wish. Smart Restore will reinstall or uninstall them one after another without requiring any further intervention.

Once your have made your selection, click on **OK**. You will be prompted for confirmation. Click on **YES** to allow Smart Restore to start reinstalling/uninstalling the software, or on **NO** if you wish to abort the procedure.

Resetting your hardware configuration

If you encounter some problems with your original computer hardware drivers, you may want to restore the hardware configuration so that it is exactly as it was when your Packard Bell computer left the factory. This option is available on selected computers only and it should only be used under supervision of a technical support representative.

PACKARD BELL SNAPSYS

If you suspect that a hardware device may not be working correctly, you can use Snapsys to identify the changes in the system configuration. Snapsys also provides a series of shortcuts to other computer maintenance utilities.

Starting Snapsys

During some diagnostic tests, Snapsys may need to restart your computer or to reboot in DOS mode. Simply follow the on-screen instructions. The program will prompt you and restart automatically if required.

Tracking changes

When you launch Snapsys, it will first scan your computer and notify you if there have been any changes. Click on **OK** and Snapsys will display the original state of your computer and show the changes that have been made since the computer was purchased. This will allow you to keep track of device driver modifications.

Click on the + sign in front of each item to display details
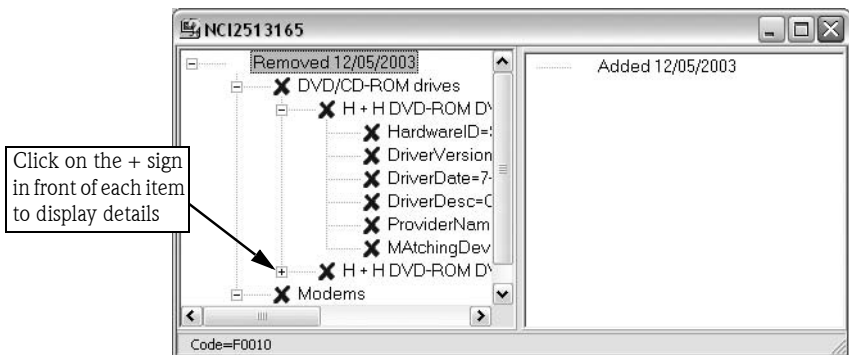
To compare the original state of your computer with the current state, Snapsys will access your **backup data**. If you have removed it from your computer, you will need to use your **Master DVD** or **Master CDs**.

Hardware diagnostic tools
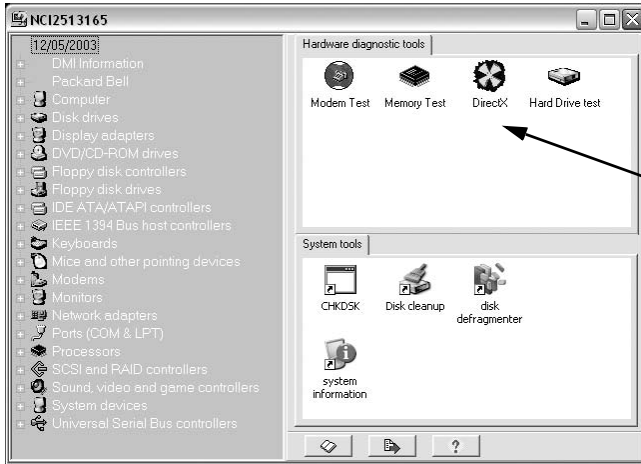
Double-click on the item you want diagnosed.

The number of items available will depend on your computer's configuration.

This option allows you to check some basic components, such as the condition of your drives, your computer's memory, or test sound and graphic output.

System tools

Snapsys features a series of tools allowing you to perform checks and maintenance tasks on your computer to ensure that it runs properly any time you need it.

Click on the **System Tools** tab of the main window to start a diagnosis of your system tools.
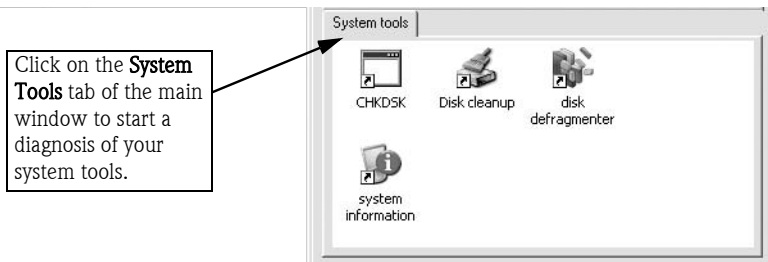
- **Disk Cleanup:** Removes files that are no longer used by the computer and are just taking space on your hard disk.
- **Disk Defragmenter:** Reorganises the files located on a disk to optimise the remaining free space.
- **System Information:** Displays technical information about your computer system (e.g. Processor type, Memory…).

Options

In the event you have a problem with your computer, Snapsys monitors the changes and automatically creates log files with detailed information on your computer's history. If you contact Packard Bell Customer Contact Centre regarding a hardware failure, you may be asked to send these log files so they can be analysed by qualified technicians. To do this, you will need to be connected to the Internet.

If you use the same line for your telephone and your modem, your telephone must not be in use.

PACKARD BELL LIMITED WARRANTY

1. DEFINITIONS

- "**Packard Bell**" shall mean the NEC Computers sales office of the country in which the Packard Bell Product has been purchased or if there is no NEC Computers sales office in this country: NEC Computers International BV, Nieuweweg 279, 6603 BN, Wijchen, The Netherlands.

- "**Customer**" or "**You**" shall mean the end-user or the purchaser of the Packard Bell product.

- "**Product**" shall mean Packard Bell branded hardware - desktop, notebook and /or monitor, including peripherals or consumable items (such as notebook battery) – or software, which are delivered with the Product in the factory packaging.

- "**Software**" shall mean a Software program that is pre-installed on the Product or delivered with the Product in the factory packaging.

- "**Warranty**" shall mean the warranty applicable by law in the country of purchase of the Product or the contractual warranty You are entitled to as a result of the purchase of the Product.

- "**Warranty Period**" shall mean the period during which you are entitled to the application of the Warranty on the Product. The Warranty Period starts from the date of purchase or delivery of the Product.

- "**Service & Support**" shall mean the Packard Bell technical assistance and service provided by its technician or technical representative and the Packard Bell call centre that is accessible to You.

- "**Country**" shall mean the country of purchase of the Product by You.

- "**Warranty & Service Sheet**" shall mean the document supplied in the factory packaging on which You will find the Warranty Period and the level of service You are entitled to on the Product purchased as well as the contact information to contact Service & Support in the Country.

2. HOW TO ACTIVATE THE PACKARD BELL WARRANTY

Packard Bell understands Your needs for product excellence as well as Service & Support.

In order to supply the best Service & Support when necessary, Packard Bell recommends You to activate the applicable Warranty as soon as Your Product is installed.

This Warranty is subject to the registration of the Product via the on-line registration software (wherever available). The Customer will provide Packard Bell with the correct date of purchase in order to obtain the Warranty Period. In case of doubt, the Customer will provide Packard Bell with a copy of the proof of purchase (invoice or delivery note).

Packard Bell will keep a record of all registrations of personal data in order to provide appropriate Service & Support and adequate assistance to You during the Warranty Period. Packard Bell will protect this personal data to its best effort and may transfer this personal data to third party in order to ensure Service & Support is carried out. You may refuse transfer of personal data, have access to and/or modify your personal data by sending a letter to Packard Bell's address in the Country reproduced on the Warranty & Service Sheet.

3. WARRANTY COVERAGE

Packard Bell warrants that the Product and the Software are free from defect in material and workmanship for the Warranty Period set out in the Warranty & Service Sheet, included with the Product. Packard Bell guarantees that the Product is free of viruses (or other pre-programmed devices with similar effect) at the moment of first use only.

This warranty is limited to the replacement of the Product or part recognised as defective with an identical or comparable Product or part, new or equivalent to new. This warranty covers the repair, parts and labour included or exchange, as set out below, during the Warranty Period.

Any items missing from the original packaging of the Product must be reported to Service & Support within 90 days from the date of purchase. No missing items can be provided free of charge after this period as the Customer is considered to have accepted the Product as delivered. To report any missing items please contact the relevant support number that you can find on the Warranty & Service Sheet.

Specifically for batteries:

Disposable batteries that may be included with the Product are not covered by any contractual/limited warranty. Notebook batteries are expressly excluded from warranty. Any charging time or battery life otherwise indicated merely corresponds to indicative timeframes which may vary depending on End-User's use and provided the End-User respects Packard Bell advices to optimize the battery life time.

Specifically for Liquid Crystal Display ("LCD") screens:

Packard Bell strives to provide the highest quality LCD display products in the industry. Your Product meets the Class 2 specifications under the ISO 13406-2 industry guidelines for LCD monitors.

LCD monitors use a technology based on pixels. A pixel is a combination of three sub-pixels (red, green and blue) that produce a specific colour. There are millions of these sub-pixels on each LCD screen. Pixel faults on LCD screens can be comprised of whole pixels or sub-pixels either going dark, staying permanently lit or flashing.

The ISO 13406-2 standard allows for a certain number of pixel faults based on the number of total pixels in the monitor (determined by the screen size). Packard Bell will replace an LCD monitor during the Warranty Period if it meets the following criteria:

Size	Number of pixels		Type 1	Type 2	Type 3	Faulty Cluster 1	Faulty Cluster 2
			Bright	Dark	Subpixel	Cluster of errors type 1 or 2 in 5X5 pixels	Cluster of errors type 3 in 5X5 pixels
15"	1 024 x 768	786 432	2	2	4	1	2
17"	1280 x 1024	1 310 720	3	3	7	1	3
19"	1280 x 1024	1 310 720	3	3	7	1	3

Type 1: A full pixel is always visible on the screen, resulting in a white point.

Type 2: A full pixel does never illuminate at all, resulting in a dark point.

Type 3: One or two sub-pixels are always switched on or switched off, resulting in a pixel of one of the basic colours (red, green, blue, cyan, magenta, yellow). Or a continuously blinking pixel occurs.

Faulty Cluster 1: Within a field of 5x5 pixels there are several malfunctions of Type 1 or Type 2.

Faulty Cluster 2: Within a field of 5x5 pixels there are several malfunctions of Type 3. Whenever this is reasonable and at the sole discretion of Packard Bell or when this is mandatory by national consumer legislation of the Country, Packard Bell may limit or extend the Warranty Period on the Product.

If your monitor's documentation defines a different pixel policy, then this overrules the pixel policy described in this Limited Warranty.

Whenever this is reasonable and at the sole discretion of Packard Bell or when this is mandatory by national consumer legislation of the Country, Packard Bell may limit or extend the Warranty Period on the Product.

If the Customer requests Service & Support in another country than the Country and/or when the Warranty Period on the Product is finished, Service & Support will be invoiced to the Consumer.

4. WARRANTY EXCLUSIONS

This Warranty does not apply when:

- Defective accessories, consumable items and/or peripherals have not been delivered in the factory packaging of the Product or have been purchased separately from the Product;
- Problems are caused by hardware or software which have not been delivered in the factory packaging of the Product;
- The original identification marks have been altered or removed from the Product;
- Defects or failures are due to accident, neglect or misuse, failure of or defect in electrical power, external electrical circuitry, unusual physical or electrical stress, air conditioning or environmental controls, the effects of weather influences; the use of items not provided by Packard Bell;
- Defects are caused by a virus or another pre-programmed device with similar effect;
- The Customer has forgotten, lost or removed any password (including BIOS password) which provides him from having access to the Product;
- The Customer, any third party to Packard Bell or any third party to its authorised service provider has modified, adjusted, repaired, serviced or installed the Product;
- The use or installation of the Product is not in compliance with Packard Bell's documentation;
- The Product defect is due to any reason which in Packard Bell's sole discretion is not a result of a defect in material or workmanship;
- **The Customer has not followed all procedures set out in this Limited Warranty.**

5. LIMITATION OF LIABILITY

This Warranty replaces all other warranties, whether express or implied, including but not limited to implied warranty of merchantability and fitness for a particular purpose with respect to the Product and its documentation.

Packard Bell's liability hereunder is limited to the repair of the Product or the replacement thereof. In particular, Packard Bell shall not be liable to replace or repair the Product if the Warranty is not applicable due to the reasons set out in section 4.

In any event, Packard Bell shall in no circumstances be liable for any other costs, charges, expenses, loss or damage of any nature whatsoever: direct or indirect, consequential or incidental, including but not limited to loss of business profits or any other commercial damages, loss of data, arising out of the use of the Product or of the presence of a virus (or pre-programmed device with a similar effect) on the Product or of the Service & Support intervention.

Save with regard to death or personal injury caused by the negligence of Packard Bell, its employees or service provider, this limited liability represents Packard Bell's entire liability with respect to the Product and with respect to goods or services supplied herein and Packard Bell shall have no other obligation, duty, or liability whatsoever in contract, tort (including liability for negligence) or otherwise to the Customer.

However, this limitation of liability does not in any way affect or limit the Customer's statutory rights under the national legislation governing the sale of consumer goods in the Country.

Packard Bell shall not be liable for any failure or delay in performance due to any cause beyond its control. Such circumstances include, but are not limited to, interrupted telephone service, airport closures that interrupt parts delivery, acts of god, weather conditions, labour strikes, and the inability to contact You to confirm scheduling.

6. WARRANTY UPGRADES

Depending on the Country of purchase of the Product, it may be possible to purchase an Extended Warranty. Please contact the store where You purchased Your Product for more details. If You have purchased such an Extended Warranty, the general conditions applicable to this Extended Warranty will prevail over this Warranty.

7. DATA BACKUP REQUIREMENT

Repair of Product may involve the re-formatting of the Hard Disk Drive ('HDD') and consequently the loss of data stored on the HDD.

Packard Bell strongly advises the making of regular backup copies on various media (floppy disk, CDs, etc.) of any documents, data, files and/or software stored on their Product. You will be responsible for backing up data stored in the Product prior to contacting Packard Bell call centre and receiving Service & Support from Packard Bell.

8. HOW TO OBTAIN PACKARD BELL WARRANTY SERVICE & SUPPORT

In the unlikely event of a Product incident, Packard Bell recommends that You perform a rapid technical investigation to find the problem with the user documentation supplied to You with the Product on paper and in electronic format, and the recovery tools that are pre-installed on the Product's HDD.

Would the problem persist, You should contact the relevant Packard Bell call centre in the Country using the "Contact Information" as set out in the Warranty & Service Sheet, and have the following information available:

- The serial number of the Product, which can be found on the back of Your computer's base unit (desktop) and is preceded by S/N. On notebooks it is printed on the bottom. This serial number is essential for providing the necessary service and MUST therefore be included in all correspondence with Packard Bell.

- The original proof of purchase of the Product;

- The operating system installed on this Product;

- Details of any software or hardware modifications made to the Product;

- Assure that the problem is not caused by third party hardware or software;

- Exact description of all failure messages;

- If contact is made by phone, You should be in front of Your Product and this is turned on (if possible).

A Packard Bell technician will provide Service & Support to diagnose and if possible correct the defect over the telephone. If the failure cannot be resolved by telephone support, Packard Bell will repair the Product as per the applicable service level to the Product. A procedure will be agreed upon between You and the technician. Before any repair is carried out you have to make sure that:

- You have made backup copy of the data stored on Your Product;

- All non-Packard Bell software or hardware components are removed from the Product;

Packard Bell reserves the right to charge parts and labour if Packard Bell discovers no defect or problem in the Product or if the Customer has not complied with one of the conditions set out in this section.

9. SERVICE & SUPPORT INTERVENTION

If, to the sole opinion of the Packard Bell Service & Support technician, intervention is required, Packard Bell will, according to the technician's decision, repair or replace the Product, PROVIDED THAT:

- You have followed all procedures set out in this Limited Warranty;
- You have removed all non-Packard Bell software or hardware components;
- You have removed the BIOS password, if any, before the intervention.

Each service level is limited to the Country of purchase of the Product.

If You or an authorised representative are not at the agreed location at the time and date of the appointment, You may be charged for any subsequent visits.

Packard Bell reserves the right to refuse to provide the service to any location at which, to Packard Bell's sole opinion, the safety of Packard Bell's technical representative or the ability to provide the Service & Support described herein would be jeopardised.

Packard Bell cannot be held responsible for any loss or damage to the Product in total or in part, when it has been sent to Packard Bell by the Customer without complying with the procedures defined in section 8 and 9 above.

Repair of the Product may involve the re-formatting of the HDD and consequently the loss of data stored on the HDD. Therefore You must comply with the terms of section 7 above.

10. SERVICE LEVELS

Performance of Service & Support will be of a different level, depending on the Product. You will find the level of Service that is applicable to Your Product on the Warranty & Service Sheet that can be found in the factory packaging.

Please note that the Extended Warranty purchased by You can modify the service level defined on the Warranty & Service Sheet.

Regardless of the applicable service level, You have to follow the Service & Support intervention procedure defined in section 9 above.

The description of each service level is as follows:

a) Carry-In

- The Customer packages the complete Product securely in the factory or equivalent packaging;
- The Customer encloses a copy of the original proof of purchase (sales invoice) and any other relevant sales documentation;
- The Customer encloses a detailed description of the problem with the Product;
- The Customer delivers the complete package to the store where the Product was purchased or to a Packard Bell authorised service location in the vicinity of the Customer's residence.
- Costs of further transport, repair or replacement of defective parts and labour will be borne by Packard Bell.

b) Pick-up, Repair & Return ("PURR")

- The Customer packages the complete Product securely in the factory or equivalent packaging;
- The Customer encloses a copy of the original proof of purchase (sales invoice) and any other relevant sales documentation;
- The Customer encloses a detailed description of the problem with the Product;
- An appointment with the Customer or any authorised representative will be arranged by Packard Bell for the collection and return of the Product at the agreed location;
- Costs of transport, repair or replacement of defective parts and labour will be borne by Packard Bell.

c) On-site

- An appointment for the repair intervention will be agreed upon between Packard bell and the Customer;
- The Customer will produce the proof of purchase of the Product to the technical representative who will attend the appointment;
- Costs of travel, repair or replacement of defective parts and labour will be borne by Packard Bell.

If the Product cannot be serviced at the agreed location, the technical representative may decide to take the Product with him and return it after repair has been performed.

d) Exchange

This procedure is complementary to the above mentioned service levels.

Components that can be replaced without the use of a tool are called "Customer Replaceable Items".

In the event that, according to the Packard Bell Service & Support technician, the problem is caused by a Customer Replaceable Item, the technician may decide to send the item in replacement to the Customer by registered mail return (receipt requested) with a note explaining the procedure to return the defective Customer replaceable Item.

Packard Bell reserves the right to request a credit card reference and may invoice the Customer if the defective Customer Replaceable Item is not returned to Packard Bell within 15 days after receipt by Customer of the item in replacement.

11. TRANSFER OF WARRANTY

In case of change of ownership of the Product, this Warranty is transferable with the Product.

Important: The new end-user will be entitled to the application of the remainder of the Warranty Period on the Product transferred under two cumulative conditions:

- The new end-user must be in possession of the original proof of purchase of the Product, and,
- Details on the Product's change of ownership must be sent to Packard Bell at the address reproduced in the Warranty & Service Sheet.

REGULATORY INFORMATION

EUROPEAN NOTICE

Products with the CE marking comply with both the Electromagnetic Compatibility Directive (89/336/EEC) and the Low Voltage Directive (73/23/EEC) - modified by the Directive 93/68/EEC - issued by the Council of the European Communities.

Compliance with these directives implies conformity to the following European Standards:

EN55022 (1994+A1:1995+A2:1997): Radio disturbance characteristics

EN55024 (1998+A1:2000): Immunity characteristics

EN61000-3-2 (2000): Limitation of harmonic current emissions

EN61000-3-3 (1995+A1:2001): Limitation of voltage fluctuation and flicker in low-voltage supply system

EN60950 (2000): Product Safety. If your computer includes a telecommunication network board, the input/output socket is classified as Telecommunication Network Voltage (TNV-3).

Note for computers equipped with wireless controllers:

Hereby, NEC Computers International BV, declares that the wireless devices provided with this computer include a low power radio transmitter in full compliance with the essential requirements and other relevant provisions of Directive 1999/05/EC for Low Voltage, EMC and RF of the R&TTE.

*For specific information regarding your computer model, please refer to **Packard Bell InfoCentre**, your electronic documentation.*

MODIFICATIONS TO THE PRODUCT

CE marking

NEC Computers International BV cannot be held responsible for unauthorised modifications made by the user and the consequences thereof, which may alter the conformity of the product with the CE Marking.

Radio frequency interference

The manufacturer is not responsible for any radio or TV interference caused by unauthorised modifications to this equipment.

CONNECTIONS AND REMOTE EARTHS

PELV (Protected Extra Low Voltage)

To ensure the extra-low voltage integrity of the equipment, only connect equipment with mains-protected electrically-compatible circuits to the external ports.

SELV (Safety Extra Low Voltage)

Every input and output of this product is classified as Safety Extra Low Voltage.

Remote earths

To prevent electrical shock, connect all local (individual office) computers and computer support equipment to the same electrical circuit of the building wiring. If you are unsure, check the building wiring to avoid remote earth conditions.

Building supply

Only connect the equipment to a building supply that is in accordance with current wiring regulations in your country. In the U.K., these are the IEE regulations.

BABT's apparatus approval

This equipment complies with BABT's Apparatus Approval No. NS/G/1234/J/100003 with regard to indirect Connection to the BT Public Switched Telephone Network. Refer to OFTEL statement SA29 for further information.

POWER SUPPLY AND CABLES

Power supply

The power supply socket-inlet and socket-outlet (if equipped) are classified as Hazardous Voltage.

You must unplug the power supply cord to disconnect the equipment from the power supply. In that aim, the socket-outlet should be installed near to the equipment and should be easily accessible.

In the European countries, before plugging the power cord into an AC outlet, check that the voltage selector switch of the computer's power supply (if available) is in the position "230 V". In the U.S.A. and Canada, before plugging the power cord into an AC outlet, check that the voltage selector switch of the computer's power supply (if available) is in the position "115 V".

Under no circumstances should the user attempt to disassemble the power supply. The power supply has no user-replaceable parts. Inside the power supply are hazardous voltages that can cause serious personal injury.

A defective power supply must be returned to your dealer.

Power cables

This equipment requires a 3-wire, grounded power cord. The cord length must not exceed 2.5 metres. To prevent electrical hazards, do not remove or disable the ground contact on the power cord. Replace the power cord if it gets damaged. Contact your dealer for an exact replacement. In Europe, the plug must be rated for 250 VAC, 10 amp minimum. In the U.S.A. and Canada, the plug must be rated for 125 VAC, 10 amp minimum. The plug must display an international agency approval marking. The cord must be suitable for use in the end-user country. Consult your dealer or the local electrical authorities if you are unsure of the type of power cord to use in your country.

Cables

The EMC performance of the system is guaranteed only if the cable and interface use efficient shielding.

The use of shielded interface cable is required for USB, IEEE1394, serial, printer, game, analogue or digital audio/video, Ethernet LAN, PS2, TV or FM antennas, and generally all high speeds cables' interfaces.

Only Ethernet LAN or RTC modem cable can have length exceeding 3 meters.

For Ethernet LAN cable, use FTP shielded cables only (cat $\geq$ 5).

Heat build-up and portable computers

The AC adapter and the underside of the computer can become hot after prolonged use. Sustained physical contact with either should be avoided.

BATTERIES

Battery life

Batteries will start to perform less (50% of maximum time reached in a laboratory environment) with age. Every couple of months you should do a complete discharge of the (NiMH) battery, followed by an un-interrupted full battery recharge to ensure reliable battery operation.

Replacing Batteries

A lithium battery in some computers maintains system configuration information. In the event that the battery fails to maintain system configuration information, we recommend that you replace the battery. For battery replacement information, please refer to your online documentation, Packard Bell InfoCentre.

CAUTION: There is a danger of explosion if the battery is incorrectly replaced or disposed of in fire.
Replace only with the same or equivalent type recommended by the manufacturer.

Battery Disposal

Ultimate disposal of the batteries should be handled according to all national laws and regulations. Do not place used batteries in your regular waste: the incineration, landfilling or mixing of batteries with the municipal solid waste stream is prohibited by law in most countries. Contact your local waste management officials for other information regarding the environmentally sound collection, recycling, and disposal of the batteries.

CHASSIS COVER REMOVAL AND REPLACEMENT

Before removing the chassis cover to service or modify the equipment, you must disconnect all power and modem cords (and remove the main battery in portable computers). You then must close the chassis before you plug in and switch on the equipment.

LASER COMPLIANCE STATEMENT

The optical devices are tested and certified to be compliant with International Electrotechnical Commission IEC60825 and European EN60825 standards for Class 1 laser products.

Class 1 laser products are not considered hazardous. The optical devices are designed such that there is never human access to laser radiation above a Class 1 level during normal operation or prescribed maintenance conditions.

The optical devices installed in your computer are designed for use solely as components of such electronic product and therefore do not comply with the appropriate requirements of Code of Federal Regulation Sec. 1040.10 and Sec. 1040.11 for COMPLETE laser products.

Because exposure to laser radiation is extremely hazardous, under no circumstances should the user attempt to disassemble the laser device.

SOFTWARE LICENSE

NEC Computers International BV License Agreement (CD and/or DVD Products). This copy of the original is your proof of license. Please treat it as valuable property.

<div align="center">

IMPORTANT

READ CAREFULLY BEFORE OPENING SOFTWARE PACKET(S).

</div>

The following License Agreement applies to you. This is a legal agreement between you (either individual or an entity) and NEC Computers International BV By opening the sealed software packet(s) you are agreeing to be bound by the terms of this Agreement. If you do not agree to the terms of this Agreement, promptly return the unopened software packet(s) and the accompanying terms (including written materials and binders or other container(s)), as well as your entire computer system in the place you obtained them for a full refund.

NEC COMPUTERS INTERNATIONAL BV SOFTWARE LICENSE

1. Grant of License

This NEC Computers International BV License Agreement ("License") permits you to use one copy of the specified version of the NEC Computers International BV CD and/or DVD product identified above ("SOFTWARE", which includes at least one CD or DVD disc and may include one or more floppy disks) on any single computer, provided the SOFTWARE is in use on only one computer at any time. If you have multiple Licenses for the SOFTWARE, then at any time you may have as many copies of the SOFTWARE in use as you have Licenses. The SOFTWARE is "in use" on a computer when it is loaded into the temporary memory (i.e. RAM) or installed in the permanent memory (e.g. hard disk, CD and/or DVD, or other storage device of that computer, except that a copy installed on a network server for the sole purpose of distribution of other computer is not "in use." If the anticipated number of users of the SOFT-WARE will exceed the number of applicable Licenses, then you must have a reasonable mechanism or process in place to assure that the number of persons using the SOFTWARE concurrently does no exceed the number of Licenses. If the SOFTWARE is permanently installed on the hard disk or the storage device of a computer (other than a network server) and one person uses that computer more than 80% of the time it is in use, then that person may also use the SOFTWARE on a portable or home computer.

2. Copyright

The SOFTWARE is owned by NEC Computers International BV or its suppliers and is protected by United States copyright laws and international treaty provision. Therefore, you must treat the SOFTWARE like any other copyrighted material (e.g. a book or musical recording) except that you may either (a) make one copy of the floppy disk portion of the SOFTWARE, if any, solely for backup or archival purposes, or (b) transfer the floppy disk portion of the SOFTWARE to a single hard disk provided you keep the original solely for backup or archival purposes. You may not copy the CD and/or DVD disc portion of the SOFTWARE or the written materials accompanying the SOFTWARE.

3. Other restrictions

You may not rent or lease the SOFTWARE, but you may transfer the SOFTWARE and accompanying written materials on a permanent basis provided you retain no copies and the recipient agrees to the terms of this Agreement. You may not reverse engineer, decompile or disassemble the SOFTWARE. Any transfer of the SOFTWARE must include the most recent update and all prior versions.

INDEX