

Contents

1	Computer Basics	1
	Controls	2
	Computer front	2
	Computer back	3
	Keyboard features	4
	Starting and turning off your computer	5
	Protecting from power source problems	6
	Using the mouse	7
	Working safely	9
2	Getting Started	13
3	Getting Help	19
	For more information	20
	HelpSpot	20
	Online help	23
	Gateway Web site	24
4	Windows Basics	25
	About the Windows environment	26
	Desktop components	27
	Window components	29
	Using the Start menu	30
	Working with files and folders	31
	About drives	31
	About folders and files	32
5	Using Your Computer	33
	Using the CD drive	34
	Inserting a CD	34
	Adjusting the volume	36
	Working with documents	37
	Creating a new document	37
	Saving a document	38
	Opening a document	38
	Printing a document	39

6	Using the Internet	41
	Learning about the Internet	42
	Setting up an Internet account	43
	Accessing your Internet account	43
	Using the World Wide Web	44
	Connecting to a Web site	45
	Downloading files	46
	Using e-mail	47
	Sending e-mail	47
	Checking your e-mail	48
7	Maintaining Your Computer	49
	Protecting your computer from viruses	50
	Optimizing and maintaining your data	51
	Windows utilities	51
	Windows maintenance	52
	Running the Windows utilities using HelpSpot	53
8	Customizing Your Computer	55
	Adjusting the screen and desktop settings	56
	Adjusting your settings using HelpSpot	58
	Changing the mouse settings	60
	Power management	61
	Using Standby mode	61
	Changing power settings	62
	About installing a printer, scanner, or other peripheral device	66
9	Restoring Software	67
	Reinstalling device drivers	68
	Reinstalling Windows	69
	Reinstalling programs	69
10	Troubleshooting	71
	Safety guidelines	72
	First steps	72
	CD drive	73
	Cleaning CDs	74
	Computer	74
	File management	75
	Hard drive	75
	Internet	76

Keyboard	77
Modem	77
Monitor	83
Mouse	84
Power	86
Printer	86
ScanDisk	87
Sound	87
Before calling for technical support	88
Technical support resources	89
A Safety, Regulatory, and Legal Information	91
Index	103

Computer Basics

1

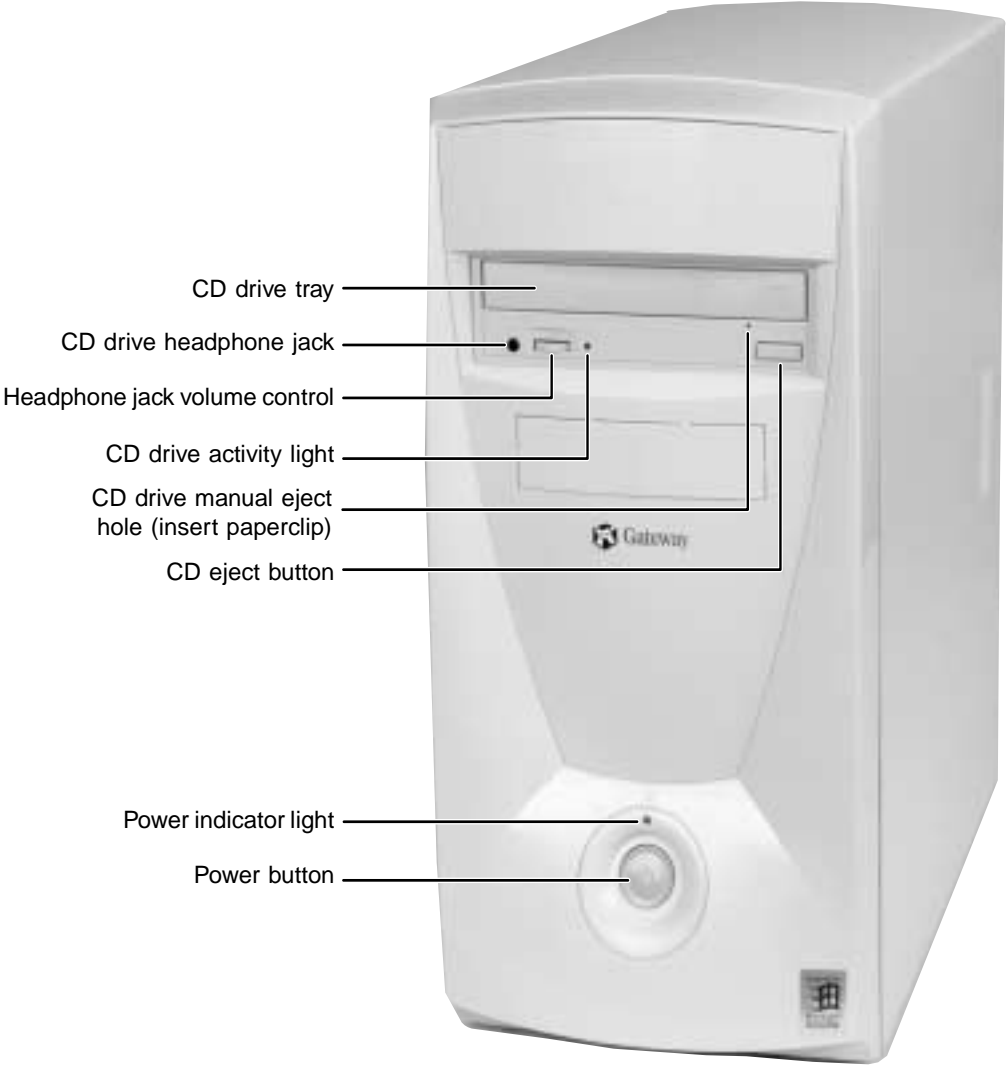
This chapter helps you get started with your new computer by:

- Providing an introduction to your computer features
- Describing the basic operation of your computer

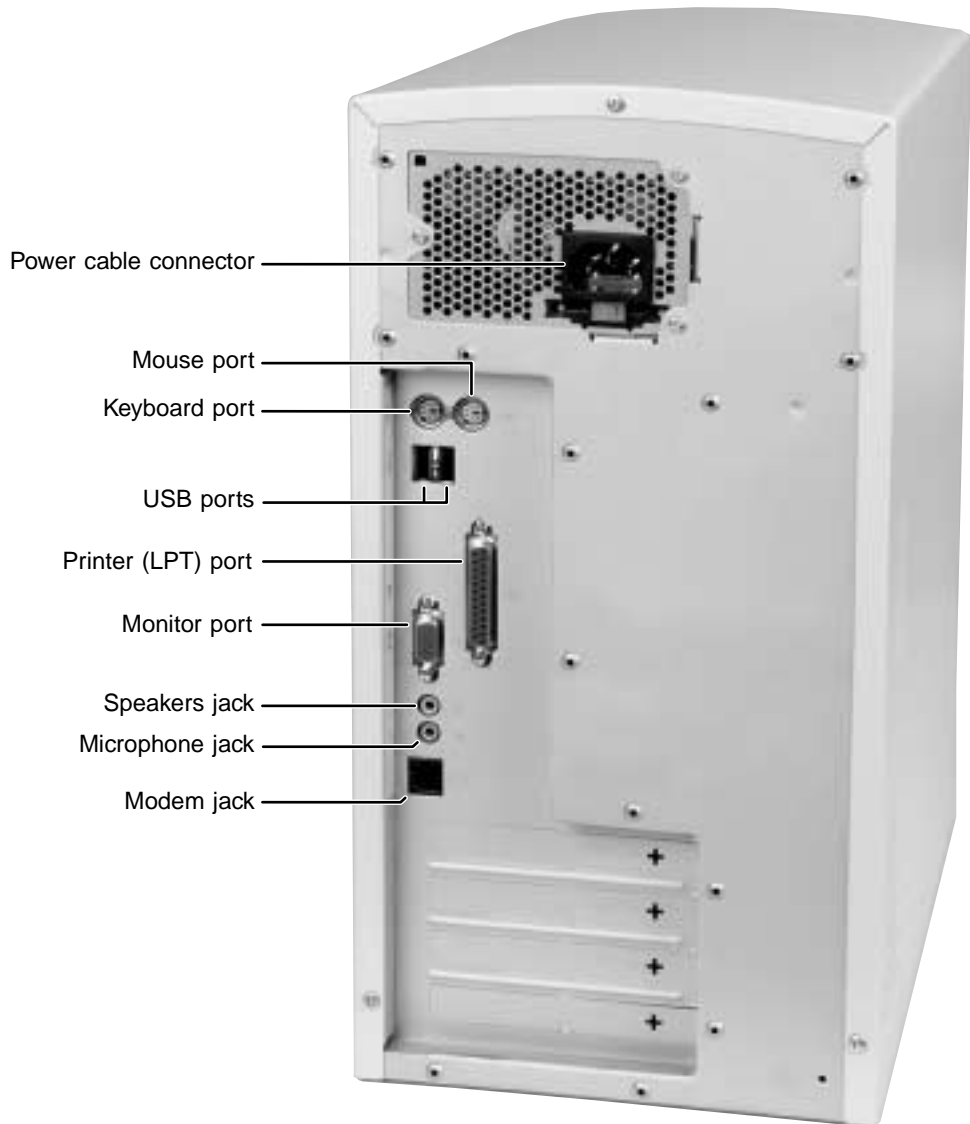
Controls

The following illustrations show the controls and features on the computer and the keyboard.

Computer front

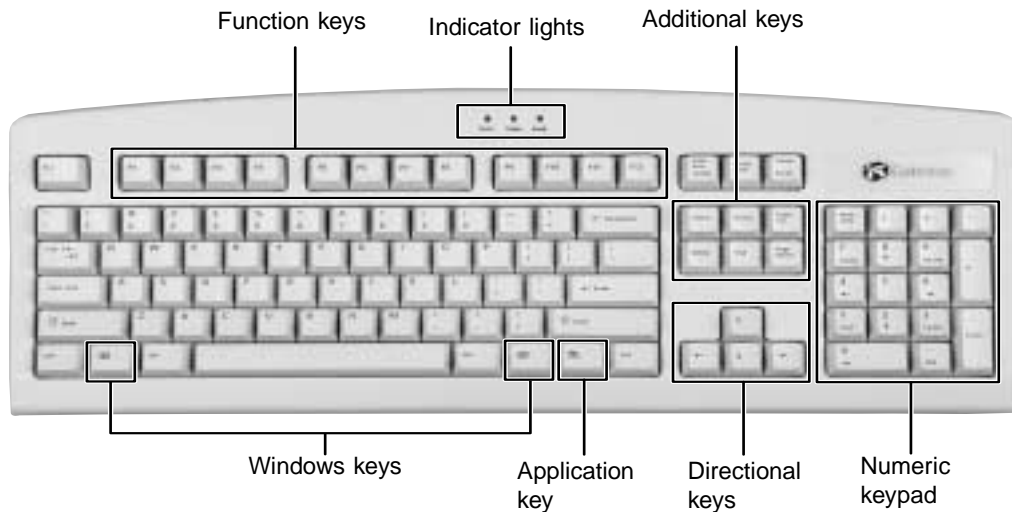


Computer back



Keyboard features

Your system comes with a standard keyboard.



- **Function keys** start program actions. Refer to the program documentation to find out more about the function key actions. Each program uses different function keys for different purposes.
- **Indicator lights** show if your NUM LOCK, CAPS LOCK, or SCROLL LOCK keys are activated.
- **Additional keys** move the cursor up the page, down the page, to the beginning (home), or to the end of a document.
- **Windows keys** open the Windows **Start** menu.
- **Application key** opens a menu for the current program.
- **Directional keys** move the cursor up, down, right, or left.
- **Numeric keypad** types numbers when NUM LOCK is activated.

Starting and turning off your computer

➔ To start your computer:

- 1 Connect the cables to your computer using the setup poster.
- 2 Press the power button on your monitor, then press the power button on your computer.
- 3 Turn on any peripherals (speakers, printers, scanners, etc.). When the computer is finished starting, the Windows desktop screen appears.
- 4 If you are starting your computer for the first time, follow the on-screen setup instructions.

➔ To turn off your computer:

- 1 Click **Start**, then select **Shut Down**. The Shut Down Windows dialog box opens.
- 2 Select **Shut down** from the drop-down list.



3 Click **OK**. Windows shuts down your computer.

If for some reason you cannot use the **Shut down** option in Windows to shut down your computer, press the power button for about five seconds.

Warning



When you shut down your computer the power turns off, but some electrical current still flows through the computer. To avoid possible injury from electrical shock, unplug the power cable and modem cable from the wall outlets.

Protecting from power source problems

During a power surge, the voltage of electricity coming into your computer can increase to far above normal levels and cause data loss or system damage. Protect your computer and peripherals by connecting them to a *surge suppressor*, which will absorb voltage surges and prevent them from reaching your computer.

Warning

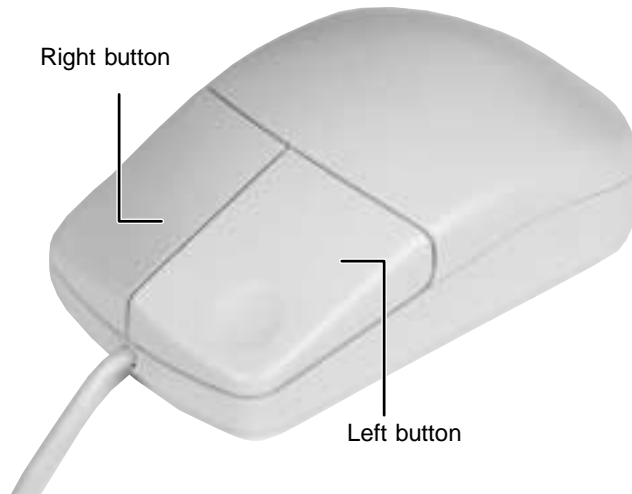


High voltages can enter your computer through the phone line connected to the modem. Protect your computer by plugging the telephone line into a surge suppressor with a modem connection. To further protect your computer during an electrical storm, unplug both the surge suppressor from the power outlet and the telephone line from the phone jack.

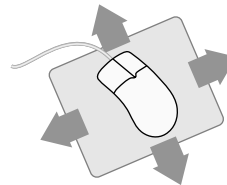
During a power failure, an *uninterruptable power supply* (UPS) supplies battery power to your computer. Although you cannot run your computer for an extended period of time with a UPS, a UPS lets you run your computer long enough to save your work and shut your computer down normally.

Using the mouse

The *mouse* is a device that controls the pointer and cursor movement on screen. This illustration shows the standard Gateway mouse.

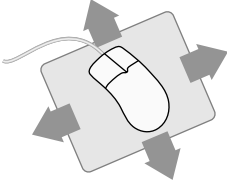
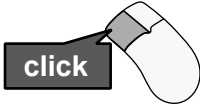

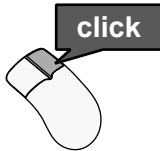
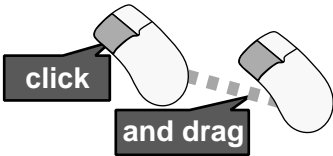


As you move the mouse, the *pointer* (arrow) on the screen moves in the same direction.



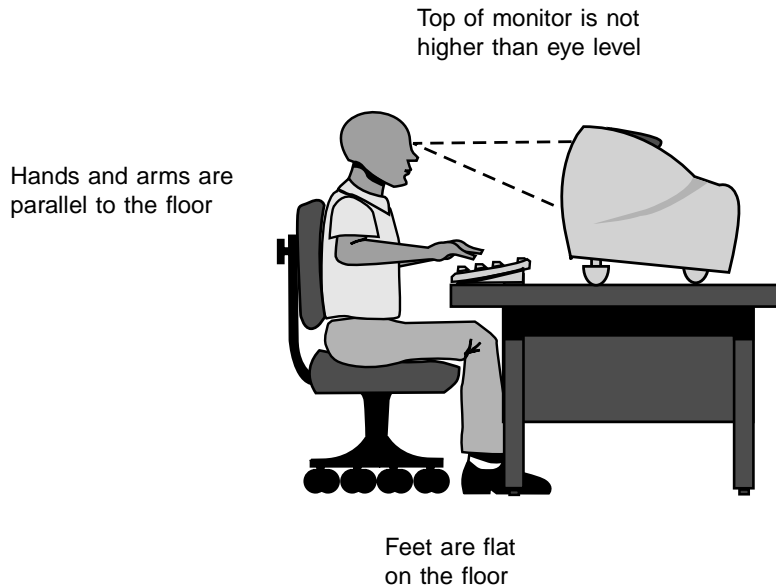
You can use the *left* and *right buttons* on your mouse to select objects on the screen.

For more information on using special features of your mouse and changing mouse settings, see HelpSpot.

To...	Do this...
Move the pointer on the screen	 <p>Move the mouse around on the mouse pad. If you run out of space on your mouse pad and need to move the pointer farther, pick up the mouse, set it down in the middle of the mouse pad, then continue moving the mouse.</p>
Select an object on the screen	 <p>Position the pointer over the object. Quickly press and release the left mouse button once. This action is called <i>clicking</i>.</p>
Start a program or open a file folder	 <p>Position the pointer over the object. Quickly press and release the left mouse button twice. This action is called <i>double-clicking</i>.</p>
Access a shortcut menu or find more information about an object on the screen.	 <p>Position the pointer over the object. Quickly press and release the right mouse once. This action is called <i>right-clicking</i>.</p>
Move an object on the screen.	 <p>Position the pointer over the object. Press the left mouse button and hold it down. Move (drag) the object to the appropriate part of the screen, then release the button.</p>

Working safely

Before using your computer, read the following recommendations for setting up a safe and comfortable work area and avoiding discomfort and strain.



Improving monitor legibility and reducing eye strain

Sunlight or bright indoor lighting should not reflect off the screen of the computer monitor or shine directly into your eyes.

- Position the computer desk and monitor so that you can avoid glare on your screen and light shining directly into your eyes.
- Reduce bright light by installing shades or curtains on windows.
- Use soft, indirect lighting in your work area. Do not work on your computer in a dark room.
- Avoid focusing your eyes on your computer screen for long periods of time. Look away from your computer occasionally, perhaps focusing on a distant object.

Setting up your computer table and chair

When you are setting up your computer table and chair, make sure that you use a computer table that is the appropriate height and use a chair that helps you maintain good posture, distributes your weight evenly, and keeps your body relaxed.

- Select a flat surface for your computer table.
- Adjust the height of the computer table so that your hands and arms are positioned parallel to the floor when you use the keyboard and mouse.
- Position your chair so that the keyboard is at or slightly below the level of your elbow, letting your shoulders relax while you type comfortably.
- Adjust the height of your chair so that your knees are slightly higher than your hips. You can use a foot rest to adjust the height of your knees and remove the pressure on the back of your thighs.
- Adjust the back of the chair so that it supports the lower curve of your spine. You can also use a pillow or cushion to provide extra back support.

Setting up your computer and computer accessories

- Set up the monitor so that the top is no higher than eye level.
- Place your keyboard and mouse at a comfortable distance. You should be able to reach them without stretching.
- Set paper holders at the same height and distance as the computer monitor.

Sitting at your computer

- Avoid bending, arching, or angling your wrists. Make sure that they are in a relaxed position when you type.
- Do not slouch forward or lean back too far.
- Sit with your back straight so that your knees, hips, and elbows form approximately 90 degree angles when you work.
- Avoid twisting your torso or neck.

Avoiding discomfort and injury from repetitive strain

- Vary your activities to avoid excessive repetition.
- Take breaks so that you can change your position, stretch your muscles, and relieve your eyes.
- Find ways to break up the work day, scheduling a variety of tasks.

Getting Started

2

This chapter helps you get started with your new computer by walking you through the initial Windows Welcome screens. Set up your system by following the Setup poster, then start your computer.

➔ To get started:

- 1 Start your computer. The Windows Welcome window opens.



- 2 Click **Next** on the first Windows Welcome window. An optional mouse tutorial opens.
- 3 You may complete or skip the mouse tutorial.
- 4 Click to select your time zone from the list, then click **Next**.

5 Read the End User License Agreement, then select **Yes** and click **Next**.



6 Register your copy of Windows with Microsoft by selecting **Yes, I want to register online**, then click **Next**.

After completing the registration process, the Get connected to the Internet window opens.

- OR -

Do not register you copy of Windows by selecting **No, I do not want to register at this time**, then click **Next**.

The Get connected to the Internet window opens.

7 Read the information in this window to determine which Internet connection option you have.

If a special Internet offer was included with your system purchase you should follow the instructions in your Internet Offer Pack.

- OR -

If a special Internet offer was *not* included with your system purchase you can sign up for the America Online or Gateway.net ISPs by double-clicking the **America Online** or **Gateway.net** icons on the Windows Desktop.



8 Click Next.

- 9 Click **Finish** to complete the Windows setup and start using your computer.



Getting Help

3

This chapter tells you about additional information resources available to help you use your computer.

If these resources do not provide the information you need, technical support resources are available.

For more information . . .

Gateway has provided these additional resources to help you get the most out of your Gateway PC.

HelpSpot

HelpSpot is an easily accessible set of Help files, troubleshooters, instructional videos, and automated support. Use HelpSpot to answer questions about Windows and to help you quickly discover and use the many features of your Gateway computer.

➔ To start HelpSpot:

- 1 Click **Start**, then select **Help**, or double-click the **Gateway Help & Support** desktop icon.



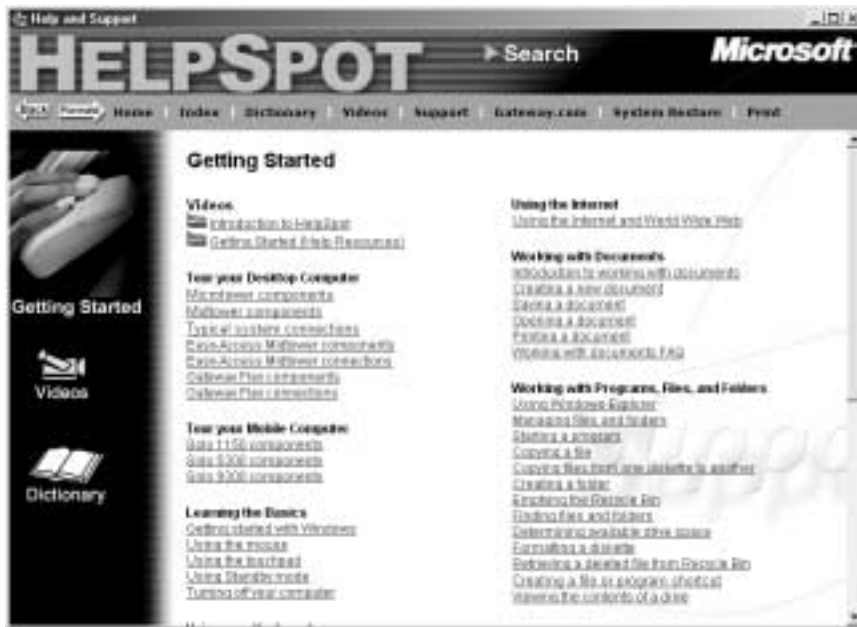
HelpSpot opens.



- 2 Find help or information by clicking a link, performing a search, or browsing the index.
- 3 To watch an introductory video about HelpSpot, click **Gateway Videos** on the main HelpSpot page, then click the **Introduction to HelpSpot** video link.

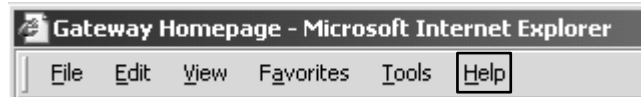


- 4 To learn about how to work with documents and programs, use your mouse, and much more, click the **Getting Started** link on the HelpSpot main page.



Online help

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



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



Gateway Web site

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



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

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

For more information about connecting to the Internet, see “Learning about the Internet” on page 42.

Windows Basics

4

Read this chapter to get basic information on how to:

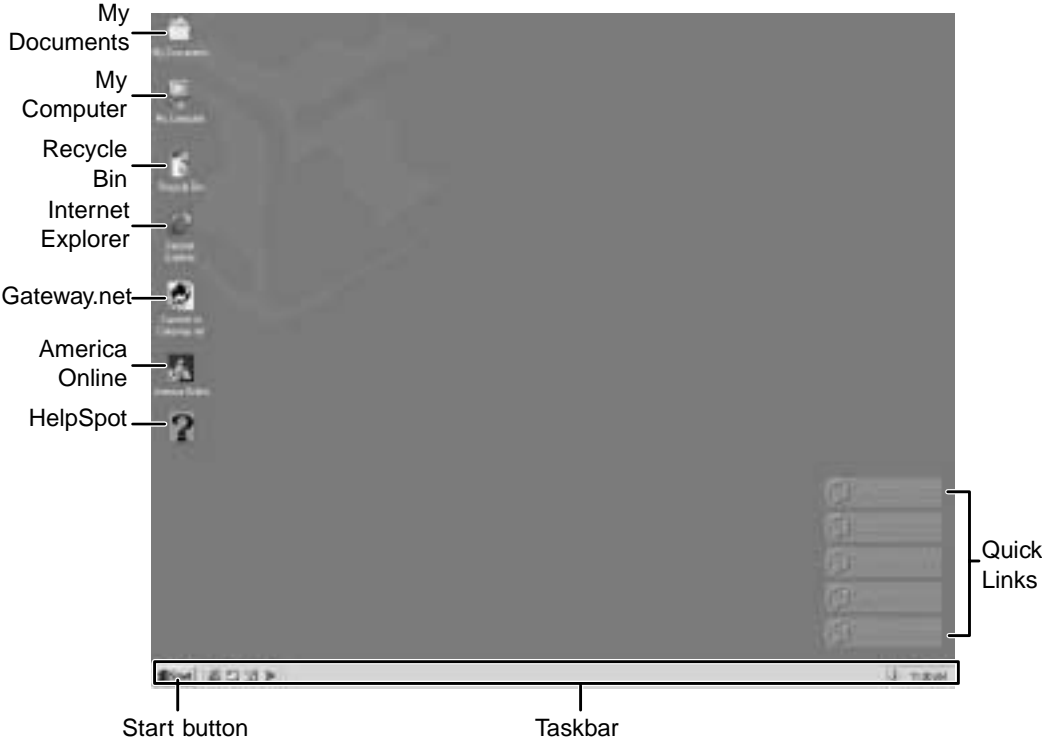
- Work on the Windows desktop
- Work with document and program windows
- Manage files and folders
- Use shortcuts

For more detailed information about Windows, see HelpSpot.

About the Windows environment





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

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



Desktop components

Icons are graphic representations of objects on the desktop that you select and open, such as a drive, folder, document, or program. *Buttons* are graphic representations of controls that you use to change the state of desktop elements such as the window size.

Desktop icons, buttons, and elements	Description
 My Documents	<i>My Documents</i> is a folder where you store your personal files. You can create other folders to save files in, but My Documents is easy to find because it is on the desktop. Double-click My Documents to view your personal files and folders.
 My Computer	The <i>My Computer icon</i> provides access to drives and other computer controls. Double-click the My Computer icon to view the drives and folders on your computer.
 Local Disk (C:)	<i>Drive icons</i> represent the various drives on your computer, such as the hard drive and CD drive. Double-click a drive icon to view files and folders located on the drive.
 Recycle Bin	The <i>Recycle Bin</i> is where files, folders, and programs that you discarded are stored. You must empty the Recycle Bin to permanently delete them from your computer. For instructions on how to use the Recycle Bin, see HelpSpot.

Desktop icons, buttons, and elements

Description



Microsoft Internet Explorer is a program called a *browser* that lets you view Web sites and Web pages on the Internet. Double-click this icon to open the browser.



Gateway has provided an easily accessible interactive guide called *HelpSpot*, designed to provide help information and let you quickly discover and use the features of your computer. Double-click the **HelpSpot** icon to begin.



Gateway.net America Online

The *Gateway.net* and *AOL icons* let you connect to the Gateway.netSM or America Online[®] ISP (Internet Service Provider).

Double-click either the **Gateway.net** or **AOL** icon to dial one of the services.



The *Start button* provides access to programs, files, help for Windows and other programs, and computer tools and utilities.

Click the **Start** button, then open a file or program by clicking (*selecting*) an item on the menu that opens.



The *Quick Links* hotlinks provide convenient access to beneficial Web sites.

Visit the Web site shown on the Quick Link by clicking the link with your mouse.



The *taskbar* is the bar at the bottom of the screen containing the **Start** button on the left and a clock on the right. Other buttons on the taskbar represent programs that are running.

Click a program taskbar button to activate its window.

Window components

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



Every program window looks a little different because each has its own menus, icons, and controls. To find out more about window controls, see [HelpSpot](#).

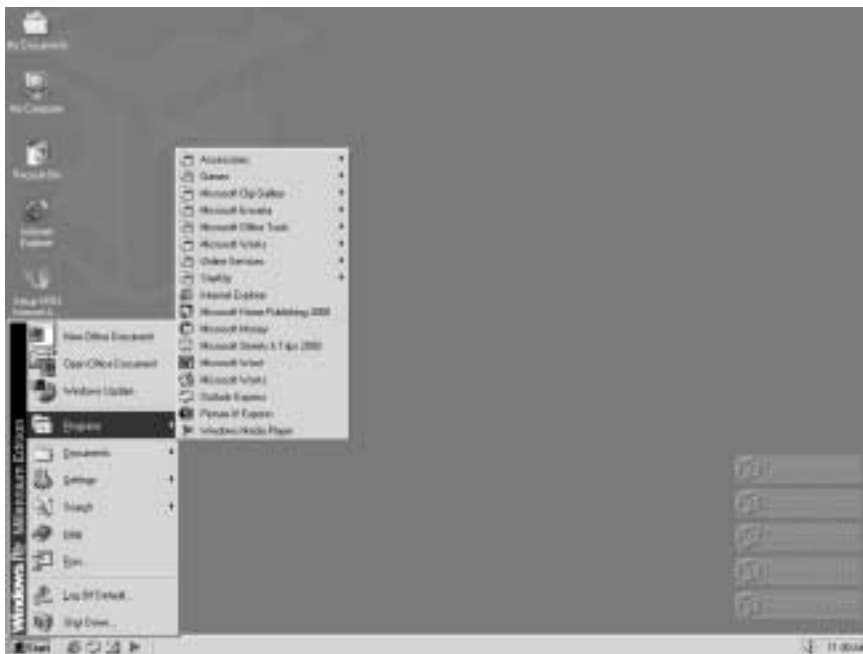
Window element	Description
	The <i>title bar</i> is the horizontal bar at the top of a window that shows the name of the program and document.
	Clicking the <i>minimize button</i> reduces the active window to a button on the taskbar. Clicking the program button in the taskbar opens the window again.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

Using the Start menu

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

To open the Start menu, click the **Start** button on the lower left of the Windows desktop. The Start menu opens showing you the first level of menu items.

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



Working with files and folders

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

About drives

Drives are like file cabinets because they hold many files and folders. A computer almost always has more than one drive. Each drive has a letter, for example **Local Disk (C:)** for the main drive.

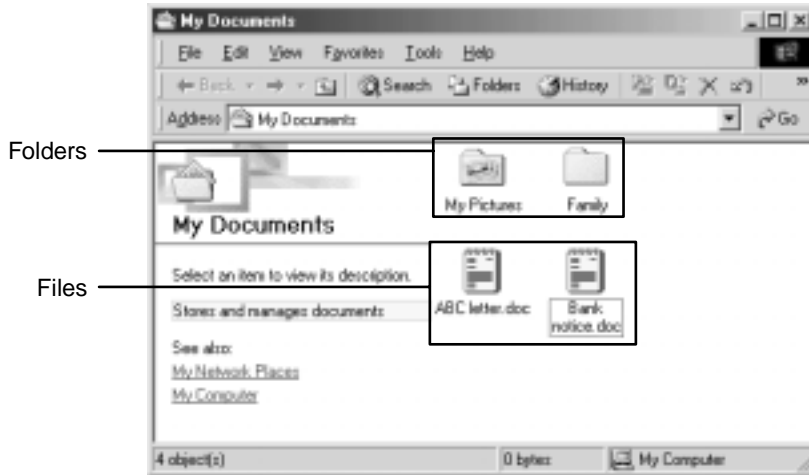


To see the files and folders on a drive, double-click the drive icon. If you do not see the contents of a drive after you double-click the drive icon, click **View the entire contents of this drive**.

About folders and files

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

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



➔ To create a folder:

- 1 Double-click the **My Computer** icon on the desktop. The My Computer window opens.
- 2 Double-click the drive or folder, for example **Local Disk (C:)**, where you want to put the new folder.

The drive or folder window opens. (If you do not see the contents of the drive or folder, click **View the entire contents...**)

- 3 Select **File**, then **New**, then **Folder**. The new folder is created.
- 4 Type a name for the folder, then press **ENTER**. The new folder name appears under the folder.

Using Your Computer

5

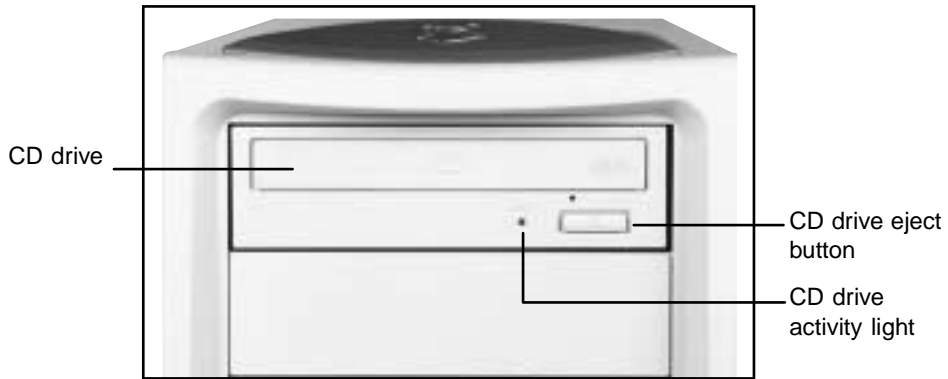
This chapter provides basic information about your Gateway computer. Read this chapter to find out how to:

- Use the CD drive
- Adjust the volume
- Create, save, and print documents

Using the CD drive

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

Inserting a CD



➔ To insert a CD:

- 1 Press the CD drive eject button. The CD drive tray opens.
- 2 Insert the CD in the tray with the label up.



Important

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

- 3** Press the eject button again. The CD drive tray closes.
- 4** Depending on the type of CD you inserted, a program opens, such as an audio CD music player for music CDs or a program for program CDs.

Find out more about how to work with a particular program by reading its online help, or by using HelpSpot.

Adjusting the volume

You can use the volume controls to adjust the overall volume and the volume of specific sound devices in your computer. Depending on the sound hardware installed in your computer, you may have additional volume controls available through the **Start** menu.

➤ To adjust overall volume level:

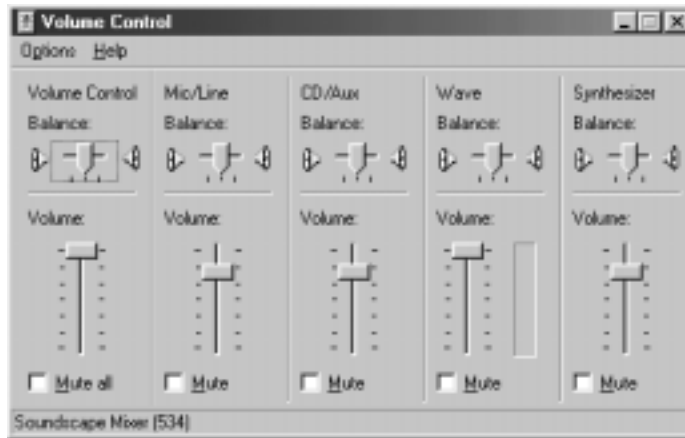
- Click the speaker icon on the taskbar, then drag the slider to change the volume or click to select the **Mute** check box.

- OR -

If you have external speakers, turn the volume control on the front of the speakers.

➤ To adjust specific volume levels:

- 1 Double-click the speaker icon on the taskbar. The Volume Control dialog box opens.



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

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

Working with documents

Whether you are creating a spreadsheet, writing a letter, or drawing a picture, you are working with a document (file). The basic methods of creating, saving, opening, and printing a document apply to most programs.

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

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

Creating a new document

➔ To create a new document:

- 1 Click **Start**, then select **Programs**, then **Microsoft Word**. Microsoft Word starts and a blank document opens.
- 2 Click **File**, then select **New**. The document templates dialog box opens.



- 3 Click a tab for the type of document you want to create, select a document template style, then click **OK**. The document template opens.
- 4 Begin composing your document. Use the menus and toolbar buttons at the top of the window to format the document.

Saving a document

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

➤ To save a document in Microsoft Word:

- 1 Select **File**, then **Save**. The Save As dialog box opens.
- 2 Select the folder from the **Save in** drop-down box, type the new file name, then click **Save**.



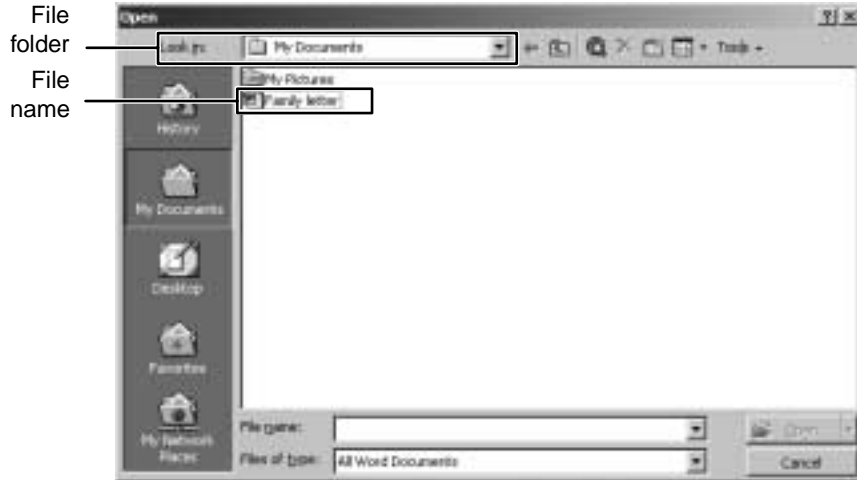
Opening a document

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

➤ To open a document in Microsoft Word:

- 1 Click **Start**, then select **Programs**, then **Microsoft Word**. Microsoft Word starts and a blank document opens.
- 2 Select **File**, then **Open**.

- 3 Find the file you want to open in the **Look in** drop-down box.



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

Printing a document

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

➔ To print a document in Microsoft Word:

- 1 Make sure that the printer is turned on and loaded with paper.
- 2 Start Microsoft Word and open a document.
- 3 Select **File**, then **Print**. The Print dialog box opens.
- 4 Select the print options, then click **OK**. The document prints.

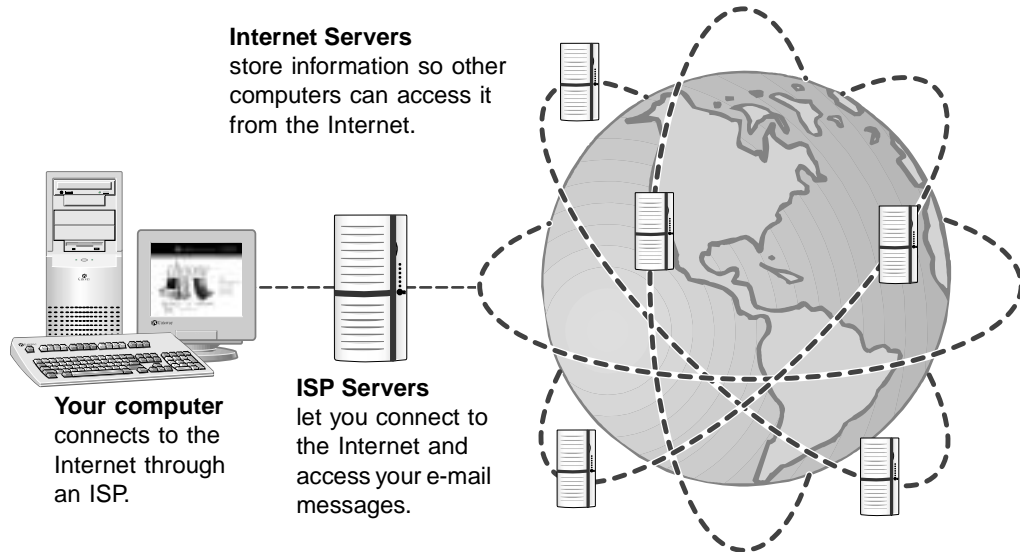
Using the Internet

6

This chapter provides information about the Internet and the World Wide Web, and tells you how to set up Gateway.netSM or America Online[®] (AOL) Internet services so that you can send and receive e-mail and access other Internet resources.

Learning about the Internet

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



If you want to access the Internet you need:

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

Setting up an Internet account

Before you can view the information on the World Wide Web, you need to set up an Internet account with an Internet Service Provider (ISP). If you have chosen Gateway.net or America Online (AOL) as an ISP, follow these instructions to set up and connect to your account.

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

- 1 Double-click the **Register with Gateway.net** or the **America Online** icon. If you do not find the service you want on the Windows desktop, then look for the Gateway.net or America Online icon located in the Online Services folder on the Windows desktop.
- 2 Follow the on-screen instructions. After setting up your account, you can connect to the Internet and access your e-mail services.

Accessing your Internet account

To connect to your Gateway.net or AOL Internet account:

- 1 Double-click the **Connect to Gateway.net** or **America Online** icon. The Connect dialog box opens.
- 2 Complete the member name and password information, then click **Connect**. The computer dials the Internet account telephone number.

After connecting, the Web browser opens. For information about the Web and the Web browser, see “Using the World Wide Web” on page 44.

To disconnect from your Gateway.net or AOL Internet account:

- Click **X** in the top right corner of the Web browser. Your computer disconnects from the Internet.

Important



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

Using the World Wide Web

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

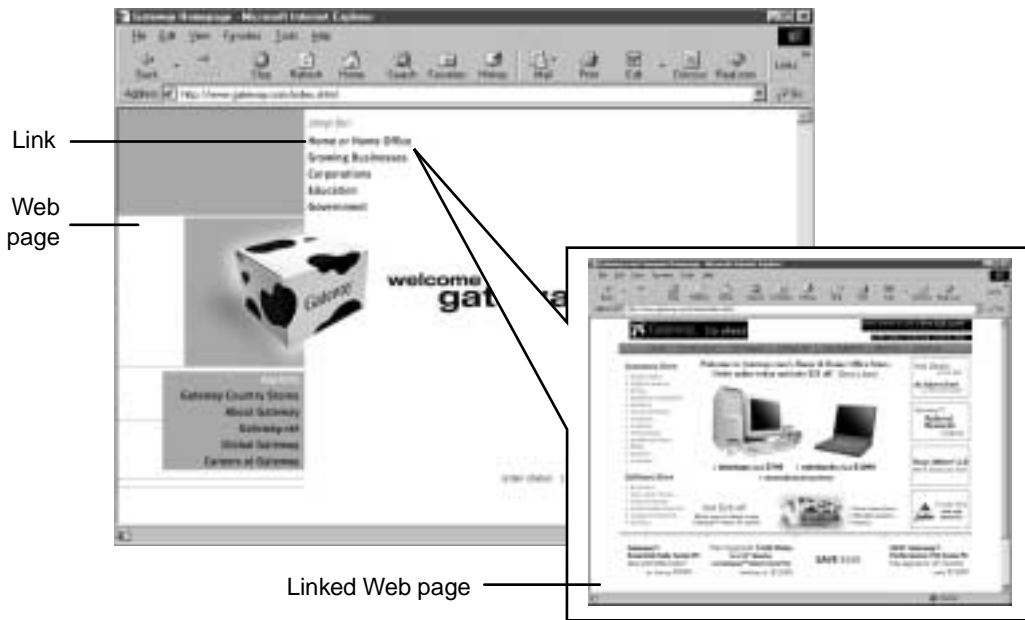
Information on the Web comes to you on *Web pages*, which are electronic documents that you view using a Web page display program called a *browser*. There are many Web browsers that you can use, one of which is Microsoft Internet Explorer, which comes installed on your new computer.

Web pages can contain not only text, but animations, music, and other multimedia features.

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

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

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



Connecting to a Web site

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

➡ To connect to a Web site:

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



- OR -

On your home page or another Web page, click a link to a Web site.

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

Sometimes Web pages display slowly. The speed that a Web page displays on your screen depends on the complexity of the Web page and other Internet conditions.

Downloading files

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

To protect your computer against viruses, make sure that you scan the files you download. For more information about scanning for viruses, see “Protecting your computer from viruses” on page 50.

To download files or programs from a Web site:

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

- OR -

Click on links on a Web page to navigate to the Web site containing the file that you want to download.

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

A copy of the file is downloaded to your computer. The time that it takes to transfer the file to your computer depends on file size and Internet conditions.

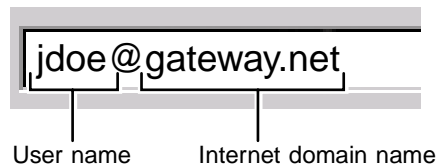
- 6 Open the folder that you created.
- 7 Install or view the downloaded file by double-clicking it. If applicable, follow the instructions provided on the Web site to run or install the program.

Using e-mail

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

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

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



Sending e-mail

➔ To send e-mail using Gateway.net or AOL:

- 1 Connect to your Gateway.net or AOL account.
- 2 Click **Create Mail**.
- OR -
- Click **Write**.
- 3 Type the e-mail address of the recipient you want to send e-mail to in the **Send To** box.
- 4 Type the subject of your e-mail in the **Subject** box.
- 5 Type the e-mail message.
- 6 When finished, click **Send Now**.

Your e-mail is sent over the Internet to the e-mail address you specified.

Checking your e-mail

- To check your e-mail using Gateway.net or AOL:
 - 1 Connect to your Gateway.net or AOL account.
 - 2 Click **Read Mail**.

- OR -

Click **Read**.

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

Maintaining Your Computer

7

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

Use the following table to set up the best maintenance schedule.

Maintenance task	Immediately after purchase	Monthly	When needed
Back up files		X	X
Scan hard drive		X	X
Defragment hard drive		X	X
Check for viruses		X	X
Optimize and maintain your data			X

Protecting your computer from viruses

A *virus* is a program that attaches itself to a program or data file on a computer and then spreads from one computer to another. Viruses can damage data, cause computers to malfunction, and can display annoying or offensive messages. Some viruses can go unnoticed for long periods of time because they are activated on a certain date or time.

Protect your computer from a virus by:

- Obtaining an anti-virus program to check files and programs that are on diskettes, attached to e-mail messages, or downloaded from the Internet
- Getting all software from reputable sources and checking the software for viruses before installing it
- Disabling macros on suspicious Microsoft Word and Excel files. These programs will warn you if a document that you are opening contains a macro that might have a virus.

Optimizing and maintaining your data

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

Windows utilities



Scanning the hard drive for errors

ScanDisk is a utility that examines the hard drive for errors and file problems and corrects them so that your computer performs correctly.

If you use your computer several hours every day, you probably want to run ScanDisk once a week. But if you use your computer less frequently, once a month may be adequate. You should also run ScanDisk if you have hard drive problems.



Defragmenting the hard drive

Sometimes Windows divides file data into pieces and stores them in different places on the hard drive. This is called *fragmentation*, and it is normal. But for the hard drive to use a file, it must search for all the pieces of the file, and this slows the hard drive performance.

Disk Defragmenter is a utility that organizes file data as one unit instead of in pieces, improving hard drive performance.

If you are connected to a network, log off before running the Disk Defragmenter utility. While the Disk Defragmenter utility is running, do not use your keyboard or mouse. Using your computer while defragmenting will start the process again from the beginning.



Using Disk Cleanup

By deleting unnecessary files from the hard drive you free space. Use the Windows **Disk Cleanup** utility to delete temporary Windows files, delete temporary Internet files, empty the Recycle Bin, and delete other files.



Using the Maintenance Wizard

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

Windows maintenance

Checking hard drive space

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

Backing up files

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

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

Running the Windows utilities using HelpSpot

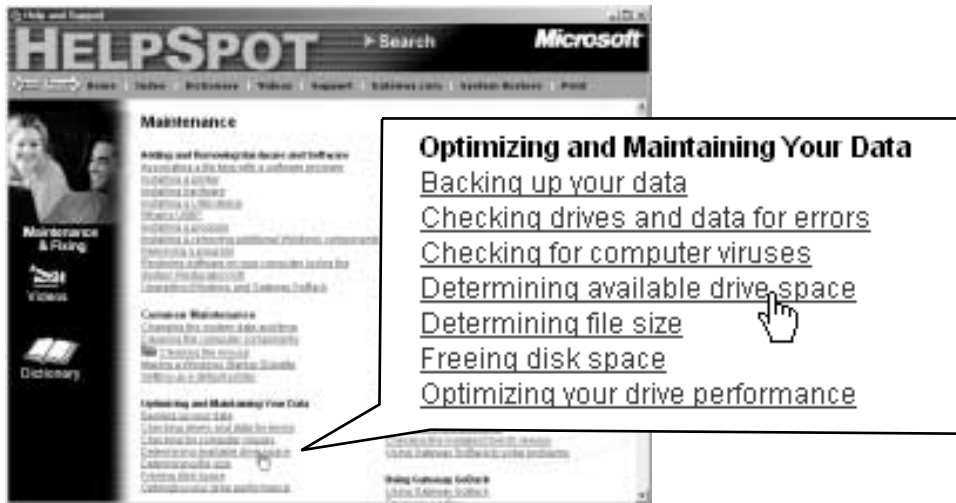
HelpSpot contains information about all of these Windows utilities and maintenance steps, along with instructions on how to use them.

➡ To run Windows utilities:

- 1 Start HelpSpot. For instructions on how to start HelpSpot, see “HelpSpot” on page 20.
- 2 Under the Fixing & Contacts section, click **Maintenance & Fixing**.



- 3 For more information about a Windows Utility, as well as information on how to start the Windows Utilities, click the Utility topic you are interested in.



Customizing Your Computer

8

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

You can:

- Change screen and display settings
- Change the background and screen saver
- Adjust the mouse settings
- Install additional devices

Adjusting the screen and desktop settings



You can adjust the screen settings for brightness, contrast, and horizontal and vertical image position using the controls on the front of your monitor. For more information about these adjustments, see your monitor guide.

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

Some games and video-intensive programs change your screen settings automatically, but do not return them to their original values when you close the game or program. In those cases, you will have to manually return your settings to normal.

Adjusting the color depth

Color depth is the number of colors your monitor displays. Various image types require various color depths for optimum appearance on your monitor. For example, simple color drawings may appear adequately in 256 colors while full-range photographs usually need 24-bit True Color (which renders millions of colors) to be displayed with optimum quality.

Windows lets you choose from four color depth settings for your monitor.

We recommend that a 16-bit or higher setting be used at all times. If the color in your images seems “false” or “jumpy,” especially after you have played a game or run a video-intensive program, check the color depth setting and return it to 16-bit or higher, if necessary.

Adjusting the screen area

The screen area adjustment in Windows lets you change the screen area to a size you prefer. For example, you may want to increase the screen area if you need to have many icons on your desktop. Or you may want to decrease the screen area to make reading and identifying objects on the display easier.

The larger the screen area, the smaller individual components of the screen, such as icons and menu bars, appear.

Applying a color scheme

A color scheme is a set of colors that you can apply to your Windows environment. You can change the appearance of the desktop, windows, dialog boxes, and other Windows components by selecting a new color scheme.

If you do not want to use the color schemes that Windows provides, you can create and save your own schemes.

Changing the desktop background

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

Important



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

Selecting a screen saver

An image may get *burned in* on your monitor screen if you leave your computer on for long periods of time without using it. You should use a screen saver to avoid this damage.

You can also use a screen saver to prevent others from viewing your screen while you are away from your computer.

Windows supplies a variety of screen savers that you can choose from, and many more are available from the Internet and as commercial products.

Adjusting your settings using HelpSpot

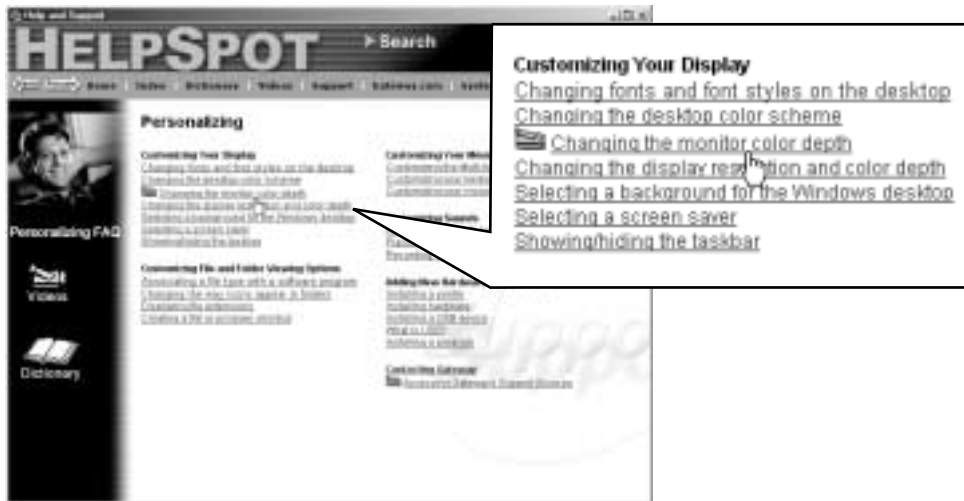
HelpSpot contains instructions for changing display settings.

➤ To adjust Windows settings:

- 1 Start HelpSpot. For instructions on how to start HelpSpot, see “HelpSpot” on page 20.
- 2 Under the Learning & Using section, click **Personalizing FAQ**.



- 3 For more information about a Windows setting, as well as information on how to customize your settings, click the customizing topic you are interested in.

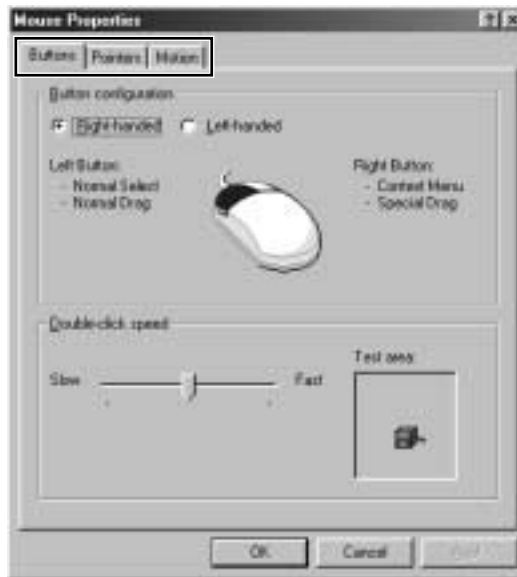


Changing the mouse settings

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

➔ To change your mouse settings:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2 If you do not see the **Mouse** icon, click **view all Control Panel options**.
- 3 Double-click the **Mouse** icon. The Mouse Properties dialog box opens.
- 4 Click one of the tabs to change your mouse settings:



- **Buttons** lets you change the button configuration and the double-click speed.
- **Pointers** lets you customize the look of your cursor and pointer.
- **Motion** lets you set your pointer speed and pointer trails.

Power management

Using Standby mode

Computer equipment can account for a significant portion of energy use in the home and office environment. You may not want to shut down your computer each time you leave it, especially if you plan to be away for only a short time. Windows lets you use the *Standby mode* to conserve energy when the system is not in use.

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

The table below shows how to change the power modes.

If your computer is...	...and you want to...	...then
Off	Start up	Press the power button.
On	Enter Standby mode	Click Start , then select Shut Down , then Standby , then click OK .
In Standby mode	Exit Standby mode	Move the mouse or press any key on the keyboard.
On	Shut down	Click Start , then select Shut Down , Shut down , then click OK .

Changing power settings

You can change power management settings, such as the power button function and power-saving timers, by changing power settings in Windows.

You can also adjust power schemes, adjust advanced power settings, and enable Hibernate mode.

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

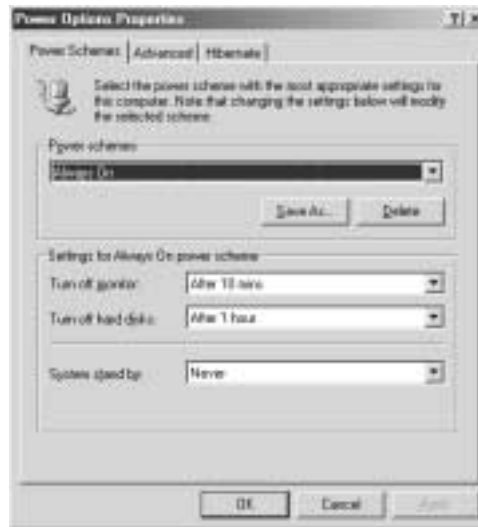
Advanced power settings let you assign different power saving modes to the power button.

Hibernate mode (also called *save to disk*) writes all current memory (RAM) information to the hard drive, then turns the computer completely off. The next time you turn on the computer, it reads the memory information from the hard drive and opens the programs and documents that were open when you activated hibernate.

To change the power scheme:

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

- 3 Double-click the **Power Options** icon. The Power Options Properties dialog box opens.



- 4 Select a defined power scheme from the drop-down list.

- OR -

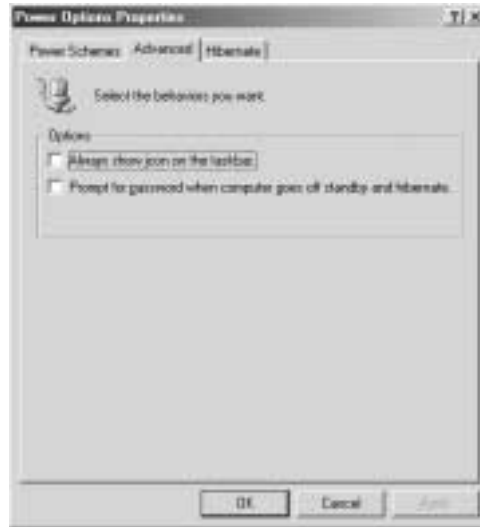
Set the timers for **System stand by**, **Turn off monitor**, and **Turn off hard disks**, then save your custom power scheme by clicking **Save As** and typing in a name for the scheme.

- 5 Apply the changes by clicking **OK**.

➔ To change advanced power management settings:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2 If you do not see the **Power Options** icon, click **view all Control Panel options**.
- 3 Double-click the **Power Options** icon. The Power Options Properties dialog box opens.

4 Click the **Advanced** tab.



5 Change the settings, then save them by clicking **OK**.

➔ To enable **Hibernate mode**:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2 If you do not see the **Power Options** icon, click **view all Control Panel options**.
- 3 Double-click the **Power Options** icon. The Power Options Properties dialog box opens.

4 Click the **Hibernate** tab.



- 5 Select the **Enable hibernate support** check box, then click **Apply**. Hibernate mode is now an option you can select in the Advanced tab.
- 6 Click the **Advanced** tab.
- 7 Select **Hibernate** as one of the advanced power settings, then save the changes by clicking **OK**.

About installing a printer, scanner, or other peripheral device

Your computer has one or more Universal Serial Bus (USB) connectors, serial ports, and parallel ports for connecting peripheral devices such as printers, scanners, and digital cameras to your computer.

USB ports are *plug-and-play*, which means that you usually can use a USB device by just plugging it into the USB connector. Windows establishes communication between your computer and the device automatically.

Parallel and serial port peripheral devices are not plug-and-play, so they usually require a setup program and *device drivers* (small programs that let the device communicate with your computer and other software).

Refer to the device documentation for detailed information and installation instructions.

Restoring Software

9

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

- Troubleshooting. For more information, see “Troubleshooting” on page 71.
- Reinstall the device drivers. For more information, see “Reinstalling device drivers” on page 68.
- If the options above do not correct the problem, you can use the *Gateway PC Recovery CDs* to reinstall Windows and other software. Find out more about the reinstallation options in “Reinstalling Windows” on page 69 and “Reinstalling programs” on page 69.

Reinstalling device drivers

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

Drivers for your original computer hardware are installed at Gateway. Also, if you just reinstalled Windows, the device drivers were automatically reinstalled. However, if you install a new device, you need to install the drivers provided by the device manufacturer.

You should reinstall device drivers:

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

To reinstall device drivers:

- 1 Place *Disc 2* of the *Gateway PC Recovery CD* into your CD drive. The Gateway PC Recovery program starts. Go to Step 5.
- OR -
If the program does not start automatically, go to Step 2.
- 2 Click **Start**, then select **Run**. The Run dialog box opens.
- 3 In the **Open** text box, type **D:\RUNMENU.EXE** (where D is the drive letter of your CD drive).
- 4 Click **OK**. The Gateway PC Recovery program starts.
- 5 Click the **Reinstall** tab.
- 6 Select the device drivers to reinstall.
- 7 Click **Install**.
- 8 Follow any additional on-screen instructions.

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

Reinstalling Windows

The *Gateway PC Recovery CD* steps you through reinstalling Windows. It automatically reinstalls the hardware device drivers and some software. The remaining software is installed using the CDs that came with your computer.

Warning



All files and partitions you have created or software that you have installed since your system left the factory will be erased. Make sure you backup copies of these files on external backup media before continuing this process.

➔ To reinstall Windows:

- 1 With *Disc 1* of the *Gateway PC Recovery CD* in the CD drive, restart your computer. The Gateway PC Recovery menu opens.
- 2 Follow the on-screen instructions. The on-screen instructions step you through the operating system and device drivers installation.

Reinstalling programs

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

➔ To reinstall a program from the Gateway PC Recovery CD:

- 1 Place *Disc 2* of the *Gateway PC Recovery CD* into your CD drive. The Gateway PC Recovery program starts. Go to Step 5.
- OR -
- If the program does not start automatically, go to Step 2.
- 2 Click **Start**, then select **Run**. The Run dialog box opens.
 - 3 In the **Open** text box, type **D:\RUNMENU.EXE** (where D is the drive letter of your CD drive).
 - 4 Click **OK**. The Gateway PC Recovery program starts.
 - 5 Click the **Reinstall** tab.
 - 6 Select the program to reinstall.

7 Click **Install**.

8 Follow any additional on-screen instructions.

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

 **To reinstall a program from a CD:**

1 Place the program CD in your CD drive.

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

Troubleshooting

10

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

If the suggestions in this chapter do not correct the problem, see “Getting Help” on page 19, for more information about how to get help.

Safety guidelines

While troubleshooting your computer, follow these safety guidelines:

- Never remove your computer cover.
- Do not attempt to open the monitor. To do so is extremely dangerous. Even if the power is disconnected, energy stored in the monitor components can be dangerous. Also, opening the monitor voids the warranty.

First steps

Try these things first before going to the following sections:

- Make sure the power cable is connected to your computer and an AC outlet and that the AC outlet is supplying power.
- If you use a power strip, make sure it is turned on.
- If a peripheral such as the keyboard or mouse does not work, disconnect and reconnect the device to make sure all connections are secure.

CD drive

The computer does not recognize the CD drive

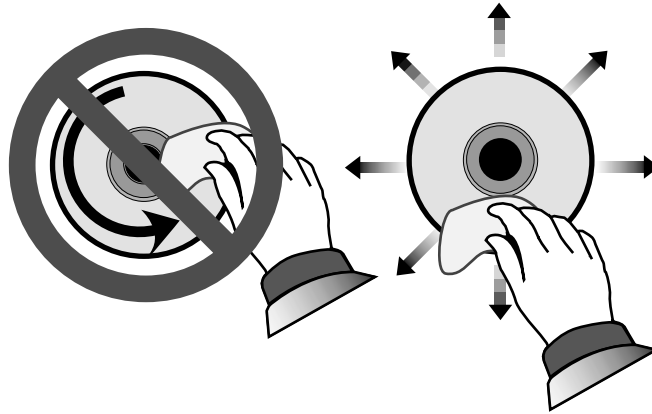
- Make sure the CD label is facing up, then try again.
- Try a different CD. Occasionally CDs are flawed and cannot be read by the CD drive.
- Shut down and restart your computer.
- Clean the disc. For instructions, see “Cleaning CDs” on page 74.
- Reinstall the device driver. For instructions, see “Reinstalling device drivers” on page 68.

Audio CD does not produce sound

- If you have two CD drives, try the other drive.
- Make sure the CD label is facing up, then try again.
- Check the speaker cables. Make sure they are connected properly and securely.
- Click the speaker icon in the lower right corner of the taskbar and make sure the volume controls are turned up.
- Make sure mute controls are turned off by double-clicking the speaker icon in the lower right corner of the taskbar and making sure that the **Master Out**, **CD Audio**, **MIDI**, **Digital**, and **Wave** mute check boxes are not selected. For more information about setting the mute control, see “Adjusting the volume” on page 36.
- Shut down and restart your computer.
- Clean the CD. For instructions, see “Cleaning CDs” on page 74.
- Reinstall the audio device drivers. For instructions, see “Reinstalling device drivers” on page 68.

Cleaning CDs

Clean CDs by wiping from the center to the edge, not around in a circle, using a product made especially for the purpose.



Computer

The computer will not start

- Make sure the power cable is connected to an AC power source and the computer is turned on.

File management

A file was accidentally deleted

If the file was deleted at a DOS prompt, it cannot be restored.

To restore files that were deleted in Windows:

- 1 Double-click the **Recycle Bin** icon.
- 2 Right-click the file you want to restore, then select **Restore**.

Hard drive

You receive an “Insufficient disk space” error message

- Delete unnecessary files from the disk using Disk Cleanup. For more information, see “Using Disk Cleanup” on page 51.
- Empty the Recycle Bin by right-clicking the **Recycle Bin** icon and selecting **Empty Recycle Bin** from the pop-up menu.
- Save your files to another disk or drive. If the hard drive is full, copy any files not regularly used to backup media, then delete them from the hard drive.

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

- Try restarting your computer by pressing CTRL+ALT+DEL.
- If your computer has been subjected to static electricity or physical shock, you may need to reinstall the operating system.

Internet

You cannot connect to the Internet

- Make sure your computer is connected to the telephone line and the telephone line has a dial tone. Use the Setup poster to make sure that the connections have been made correctly.
- If you have the call waiting feature on your telephone line, make sure it is disabled.
- Make sure your account with your Internet Service Provider (ISP) is set up properly. Contact your ISP technical support for help.
- Make sure you do not have a problem with your modem. For information about solving modem problems, see “Modem” on page 77.

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

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

Double-check the URL or try a different URL. If the error message still appears, disconnect from the ISP connection and close your browser. Then reconnect and open the browser. If you still get the error, you may have a problem with your Internet connection or ISP.

Connecting to a Web site takes too long

Many factors can affect Internet performance:

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

Keyboard

The keyboard does not work

- Make sure the keyboard cable is plugged in correctly.
- Try a keyboard that you know works to make sure the keyboard port works.
- Reinstall the keyboard device driver. For instructions, see “Reinstalling device drivers” on page 68.
- If you spilled liquid in the keyboard, turn off the computer and unplug the keyboard. Clean the keyboard and turn it upside down to drain it. Let the keyboard dry before using it again.

Cleaning the keyboard

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

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

A keyboard character keeps repeating

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

Modem

Your modem does not dial or does not connect

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

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

To check the dialing properties:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2 If you do not see the **Modems** icon, click **view all control panel options**.
- 3 Double-click the **Modems** icon, then click **Dialing Properties**. The Dialing Properties window opens.
- 4 Make sure all settings are correct.

- Disconnect any answering machine, fax machine, or printer that is on the same line as the modem. You should not have these devices plugged into the same telephone line as the modem.
- Make sure that you are not using a digital, rollover, or PBX line. These lines do not work with your modem.
- Check for line noise (scratchy, crackling, or popping sounds). Line noise is a common problem that can cause the modem to connect at a slower rate, abort downloads, or even disconnect. The faster the modem, the less line noise it can tolerate and still work properly.

Listen to the line using your telephone. Dial a single number (such as 1). When the dial tone stops, listen for line noise. Wiggle the modem cable to see if that makes a difference. Make sure the connectors are free from corrosion and all screws in the wall or telephone jack are secure.

You can also call your telephone service and have them check the telephone line for noise or low line levels.

- Try another telephone line (either a different telephone number in your house or a telephone line at a different location). If you can connect on this line, call your telephone company.
- Try connecting with the modem at a lower connection speed. If reducing the connect speed lets you connect, contact your telephone company. The telephone line may be too noisy.

You cannot connect to the Internet

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

Your 56K modem does not connect at 56K

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

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

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

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

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

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

The modem is not recognized by the computer

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

To run modem diagnostics:

- 1 Close all open programs.
 - 2 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
 - 3 If you do not see the **Modems** icon, click **view all control panel options**.
 - 4 Double-click the **Modems** icon. The Modems Properties dialog box opens.
 - 5 Click the **Diagnostic** tab, click the COM port next to the name of the modem, then click **More Info**. The Modem Info dialog box opens. If information about the modem appears, the modem passed diagnostics. If no modem information is available, a white screen appears with no data, or if you get an error such as “port already open” or “the modem has failed to respond”, the modem did not pass diagnostics.
- Reinstall the device driver. For instructions, see “Reinstalling device drivers” on page 68.

The modem is noisy when it dials and connects

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

To turn down the modem volume:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2 If you do not see the **Modems** icon, click **view all control panel options**.
- 3 Double-click the **Modems** icon. The Modems Properties dialog box appears.
- 4 Click **Properties**.
- 5 Adjust the **Speaker volume** control.
- 6 Click **OK**.

You receive an “Unable to establish protocols” error message

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

To reinstall dial-up networking:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2 Click/Double-click **Add/Remove Programs**, then click the **Windows Setup** tab.
- 3 Double-click **Communications**.
- 4 Click to clear the **Dial-Up Networking** check box, then click **OK** twice. The System Settings Change dialog box opens.
- 5 Click **OK**. The computer restarts.
- 6 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 7 Double-click the **Add/Remove Programs** icon, then click the **Windows Setup** tab.
- 8 Double-click **Communications**.
- 9 Click to select the **Dial-Up Networking** check box, then click **OK** twice. The System Settings Change dialog box opens.
- 10 Click **Yes**. The computer restarts. If you are asked to insert a CD from the System Restoration Kit, do so.

To reinstall dial-up networking components:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2 If you do not see the **Network** icon, click **view all control panel options**.
- 3 Double-click the **Network** icon.
- 4 If **TCP/IP** is not included in the Network Components list, click **Add**, then select **Protocol**, **Add**, then **Microsoft** as the manufacturer. Click **TCP/IP** on the right side of the dialog box, then click **OK**.
- 5 Click **Client for Netware Networks**, then click **Remove**.
- 6 Click **IPX/SPX**, then click **Remove**.
- 7 Click **NetBeui**, then click **Remove**.
- 8 Make sure the **Primary Network Logon** field is set to **Windows Logon**.
- 9 Click **OK** twice, then restart the computer.

Monitor

The screen area is not correct

- Change the screen area from the Display Properties dialog box. For instructions to change the screen area, see “Adjusting the screen area” on page 56.

The computer is running but there is no display

- Make sure the monitor is plugged in and turned on. If the monitor is turned on, the power LED should be lit.
- Make sure the monitor cable is connected to the video connection on the back of your computer.
- Check the connector and cable for bent or damaged pins.
- Adjust the brightness and contrast controls to the center position.
- Reinstall the device driver. For instructions, see “Reinstalling device drivers” on page 68.
- Connect a working monitor to your computer.

The text on the display is dim or difficult to read

- Adjust the brightness and contrast controls.
- Move the monitor away from sources of electrical interference, such as televisions, unshielded speakers, microwaves, fluorescent lights, and metal beams or shelves.
- Use the monitor degauss feature (see your monitor documentation) or turn off your computer and monitor, leave them off for at least a half hour, then restart your computer.
- Change the display settings.

To change the display settings:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2 Click/Double-click the **Display** icon, then click the **Settings** tab.
- 3 Change the settings.

For more information about display settings, see “Adjusting the screen and desktop settings” on page 56 and HelpSpot.

Mouse

The mouse does not work

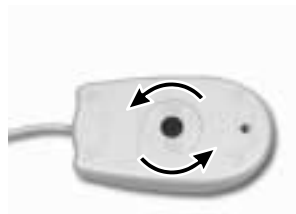
- Make sure that the mouse cable is plugged in correctly.
- Try a mouse you know is working to make sure the mouse port works.
- Shut down and restart your computer.
- Reinstall the device driver. For instructions, see “Reinstalling device drivers” on page 68.

The mouse works erratically

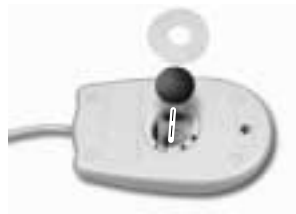
- Clean the mouse. If the mouse pointer begins moving erratically across the screen or becomes difficult to control precisely, then cleaning the mouse will likely improve the mouse accuracy.

To clean your mouse:

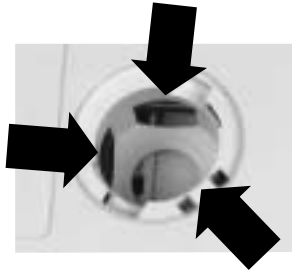
- 1 Turn the mouse upside down.
- 2 Rotate the retaining ring on the bottom of the mouse counter-clockwise.



- 3 Remove the retaining ring and mouse ball.



- 4 Remove any dust, lint, or dirt from the mouse ball with a soft cloth.
- 5 Clean the mouse rollers with a cotton swab dipped in isopropyl alcohol.



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

Power

My system is turned on but nothing is getting power

- If your system is plugged into a surge protector, make sure the surge protector is securely connected to an electrical outlet, switched on, and working properly. Plug a working device, such as a lamp, into the outlet and turn it on to test the outlet.
- Make sure all components are connected securely to the surge protector and properly switched on.

Printer

Printer will not turn on

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

Printer is on but will not print

- Check the cable between the printer and the computer. Make sure it is connected to the proper port.
- Check the connector and cable for bent or broken pins.
- Reinstall the printer driver. Use the manual that came with your printer for instructions on installing the printer driver.
- If the printer you want to print to is not the default printer, make sure you have selected it in the printer setup.

To set up a default printer:

- 1 Click **Start**, then select **Settings**, then **Printers**.
- 2 Right-click on the name of the printer you want to be the default printer. A menu opens.
- 3 Select **Set as Default**.

You receive a “Printer queue is full” error message

- Make sure the printer is not set to work offline.
- Wait until files have been printed before sending additional files to the printer.

- If you print large files or many files at one time, you may want to add additional memory to the printer. Consult the printer documentation for instructions for adding additional memory.

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

- 1 Click **Start**, then select **Settings**, then **Printer**.
- 2 Double-click the icon for the printer you want to use.
- 3 Select **Printer**. If there is a **Use Printer Offline** option on the menu, click to clear the check mark.

You receive a “Printer is out of paper” error message

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

ScanDisk

When you started your computer, it ran ScanDisk

The computer probably had its power interrupted or was improperly shut down. Windows automatically runs ScanDisk at startup when the computer was improperly shut down.

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

Sound

You are not getting sound from the speakers

- If you are using external speakers, check your speaker connections.
- Make sure the Windows volume control is turned up by clicking the taskbar speaker icon.
- Make sure that the **Mute** option is not selected. For more information about setting the mute control, see “Adjusting the volume” on page 36.

Before calling for technical support

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

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

Warning



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

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

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

Technical support resources

Gateway offers a wide range of customer service, technical support, and information services. If you have questions or problems, contact the Gateway service that is most appropriate for your needs:

Resource	Service description	How to reach
Automated troubleshooting system (ATS)	Use an automated menu system and your telephone keypad to find answers to common problems.	800-846-2118 (US) 877-709-2945 (Canada)
Fax on demand support	Order a catalog of documents on common problems, then order documents by document numbers. The documents will be faxed to you.	800-846-4526 (US) 877-709-2951 (Canada)
Gateway fee-based software tutorial service	Get tutorial assistance for software issues billed by the issue or by the minute.	800-229-1103 (by issue) 900-555-4695 (by minute)
World Wide Web	Access a variety of online information about Gateway, its products, and its software and hardware manufacturers.	www.gateway.com/support
E-mail support services	Get help by submitting an e-mail form to one of the Gateway support services. Complete an e-mail form, then click Submit at the bottom of the form. Your e-mail goes to an online service representative who will assist you as quickly as possible.	http://www.gateway.com/support/contact/index.shtml
Gateway Client Care	Talk to a Gateway Client Care representative about a non-tutorial support question. Make sure you are at your computer where you can try troubleshooting ideas with the technician. Be prepared to explain the problem including error messages you have received or steps that you have taken to solve the problem. Have your e-mail address, name, customer ID or order number, serial number, and system information available.	800-846-2301 (US) 888-888-2032 (Canada)

Resource	Service description	How to reach
Gateway.net	Get support for your ISP account.	877-247-2051 (US)
AOL		800-827-6364 (US)
		888-265-4357 (Canada)
CompuServe		800-848-8990 (US)
Sales, accounting, and warranty	Get information about available systems, pricing orders, billing statements, warranty service, or other non-technical issues.	800-846-2000 (US) 888-888-2037 (Canada)

Safety, Regulatory, and Legal Information



Important safety information

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

Warning



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

Setting up your system

- Read and follow all instructions marked on the product and in the documentation before you operate your system. Retain all safety and operating instructions for future use.
- Do not use this product near water or a heat source such as a radiator.
- Set up the system on a stable work surface.
- The product should be operated only from the type of power source indicated on the rating label.
- If your computer has a voltage selector switch, make sure that the switch is in the proper position for your area. The voltage selector switch is set at the factory to the correct voltage.
- Openings in the computer case are provided for ventilation. Do not block or cover these openings. Make sure you provide adequate space, at least 6 inches (15 cm), around the system for ventilation when you set up your work area. Never insert objects of any kind into the computer ventilation openings.
- Some products are equipped with a three-wire power cord to make sure that the product is properly grounded when in use. The plug on this cord will fit only into a grounding-type outlet. This is a safety feature. If you are unable to insert the plug into an outlet, contact an electrician to install the appropriate outlet.
- If you use an extension cord with this system, make sure that the total ampere rating on the products plugged into the extension cord does not exceed the extension cord ampere rating.

- If your system is fitted with a TV Tuner, cable, or satellite receiver card, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and buildup of static charges.

Care during use

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

Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

Important



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

Caution



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

Regulatory compliance statements

United States users

FCC Part 15

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

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

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

FCC declaration of conformity

Responsible party:

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

Product:

- Gateway LC 2

For unique identification of the product configuration, please submit the 10-digit serial number found on the product to the responsible party.

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

Caution



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

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

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

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

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

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

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

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

When programming or making test calls to emergency numbers:

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

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

Canadian users

ICES-003

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

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

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

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

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

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

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

Warning



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

The **Ringer Equivalence Number** (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.


European users

European directives

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

- EMC Directive 89/336/EEC amending directive 92/31/EEC & 93/68/EEC as per
 - EN 50081-1:1992 according to
 - EN 55022:1994 Class B
 - EN 61000-3-2:1995 or EN 60555-2:1987
 - EN 61000-3-3:1995 or EN 60555-3:1987
 - EN 50082-1:1992 according to
 - EN 61000-4-2:1995 or IEC 801-2:1984
 - EN 61000-4-3:1996 or IEC 801-3:1984
 - EN 61000-4-4:1995 or IEC 801-4:1988
- Low Voltage Directive (Safety) 73/23/EEC as per EN 60950:1992(A1/A2/A3/A4/A11)

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

Marking by the symbol  indicates compliance of this equipment to the Radio and Telecom Terminal Equipment Directive 1999/S/EC. Such marking is indicative that this equipment meets or exceeds the following technical standards:

CTR 21 (1998) - Attachment requirements for pan-European approval for connection to the analogue Public Switched Telephone Networks (PSTNs) of TE (excluding TE supporting voice telephony services) in which network addressing, if provided, is by means of Dual Tone Multi-Frequency (DTMF) signaling.

Warning



Although this equipment can use either loop disconnect (Pulse) or DTMF (Tone) signaling, only the performance of the DTMF signaling is subject to regulatory requirements for correct operation. It is therefore strongly recommended that the equipment is set to use DTMF signaling for access to public or private emergency services. DTMF signaling also provides faster call setup.

This equipment has been approved to Council Decision 98/482/EEC—“CTR 21” for Pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN termination point. In the event of problems, you should contact Gateway customer support.

Japanese users

VCCI statement

This equipment is in the Class B category (Information Technology Equipment to be used in a residential area or an adjacent area thereto) and conforms to the standards set by the Voluntary Control Council for Interference by Information Technology Equipment aimed at preventing radio interference in such residential areas. When used near a radio or TV receiver, it may become the cause of radio interference. Read instructions for correct handling.

電波障害について

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

Australia and New Zealand users

EMI statement

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to the Australian/New Zealand standard AS/NZS 3548 set out by the Australian Communications Authority and Radio Spectrum Management Agency.

New Zealand telecommunication statement (for products fitted with Telepermit-approved modems)

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment shall not be set up to make automatic calls to the Telecom '111' Emergency Service.

Important



Under power failure conditions, this telephone may not operate. Make sure that a separate telephone, not dependent on local power, is available for emergency use.

Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom's specifications:

- (a) There shall be no more than 10 calls to the same number within any 30-minute period for any single manual call initiation, and
- (b) The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempt and the beginning of the next attempt.

The equipment shall be set to make sure that automatic calls to different numbers are spaced such that there is no less than 5 seconds between the end of one call attempt and the beginning of another.

The equipment shall be set to make sure that calls are answered between 3 and 30 seconds of receipt of ringing.

Laser safety statement

All Gateway systems equipped with CD and DVD drives comply with the appropriate safety standards, including IEC 825. The laser devices in these components are classified as “Class 1 Laser Products” under a US Department of Health and Human Services (DHHS) Radiation Performance Standard. Should the unit ever need servicing, contact an authorized service location.

Warning



Use of controls or adjustments or performance of procedures other than those specified in this manual may result in hazardous radiation exposure. To prevent exposure to laser beams, do not try to open the enclosure of a CD or DVD drive.

Television antenna connectors protection (for systems fitted with TV/cable TV tuner cards)

External television antenna grounding

If an outside antenna or cable system is to be connected to your Gateway PC, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and static charges.

Article 810 of the National Electrical Code, ANSI/NFPA 70, provides information with regard to proper grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna discharge unit, size of grounding conductors, location of antenna discharge unit, connection to grounding electrodes, and requirements for the grounding electrode.

Lightning protection

For added protection of any Gateway product during a lightning storm or when it is left unattended or unused for long periods of time, unplug the product from the wall outlet and disconnect the antenna or cable system.

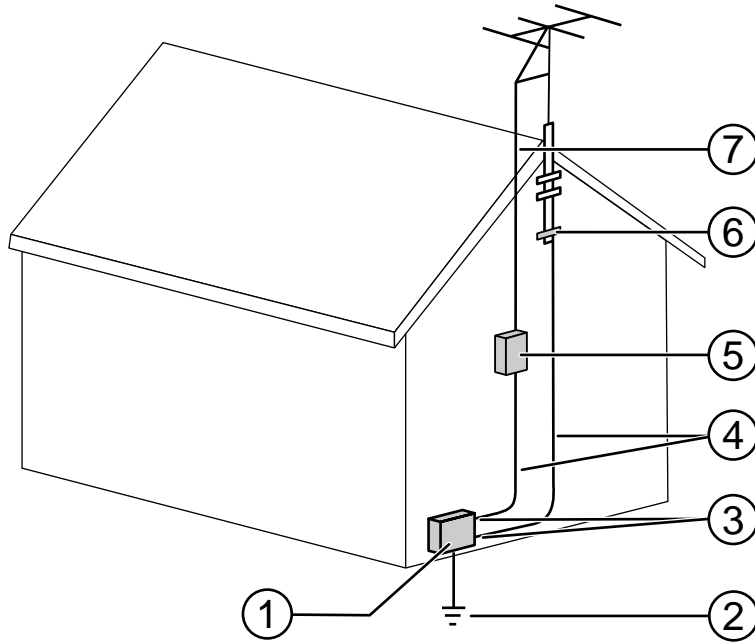
Power lines

Do not locate the antenna near overhead light or power circuits, or where it could fall into such power lines or circuits.

Warning



When installing or realigning an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits. Contact with them could be fatal.



Antenna and satellite grounding

Reference	Grounding component
1	Electric service equipment
2	Power service grounding electrode system (NEC Art 250, Part H)
3	Ground clamps
4	Grounding conductors (NEC Section 810-21)
5	Antenna discharge unit (NEC Section 810-20)
6	Ground clamp
7	Antenna lead-in wire

Notices

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San Diego, CA 92121 USA

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In the interest of continued product development, Gateway reserves the right to make improvements in this manual and the products it describes at any time, without notices or obligation.

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Macrovision statement

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

This product incorporates copyright protection technology that is protected by method claims of certain U.S. patents and other intellectual property rights owned by Macrovision Corporation and other rights owners. Use of this copyright protection technology must be authorized by Macrovision Corporation, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision Corporation. Reverse engineering or disassembly is prohibited.

Index

A

- accessories
 - safety precautions 92
- advanced power settings 62
 - changing 63
- applications. See programs

B

- backup
 - purpose of 52
 - when to back up 52

C

- CD
 - cleaning 74
 - inserting 34
- CD drive
 - using 34
- Client Care
 - contacting 89
 - tips before contacting 88
- computer case
 - back 3
 - front 2
- controls
 - adjusting volume 36
 - monitor 56
 - sound 36
- creating documents 37

D

- desktop
 - adjusting settings 56
 - adjusting the color depth 56
 - adjusting the screen area 56
 - applying a color scheme 57
 - selecting a screen saver 57
- dial-up networking
 - installing components 82
 - installing full program 82

reinstalling 82

- Disk Defragmenter
 - cautions when using 51
 - description 51

documentation

- Gateway Web site 24
- help 20
- HelpSpot 20
- online help 23

documents

- creating 37
- opening 38
- printing 39
- saving 38

downloading

- definition 46
- from the Web 46

drivers

- when to reinstall 68

drives

- CD 34

E

e-mail

- address 47
- checking for messages 48
- description 42, 47
- sending 47

F

files

- backing up 52
- deleting 51

fragmentation

- definition 51
- defragmenting using Disk Defragmenter 51

G

- Gateway

- Web address 24
- Web site 24
- Gateway PC Recovery CD
 - using to reinstall programs 69
 - using to reinstall Windows 69
- gateway.your.way dial-up server 79
- getting started 14

H

- hard drive
 - checking free space on 52
- help
 - online 23
 - using 20
- HelpSpot 20
 - Getting Started 22
 - starting 20
 - videos 21
- Hibernate mode 62
- hyperlinks 44

I

- Internet
 - components of 42
 - description 42
 - requirements to access 42
- Internet service provider (ISP)
 - connecting to 43
 - description 42
 - disconnecting from 43
 - setting up an account 43

K

- keyboard
 - cleaning 77
 - keyboard features 4
 - keys 4

M

- maintenance
 - defragmenting 51
 - scanning for hard drive errors
 - suggested schedule 49

- modem
 - description 42
 - troubleshooting 77
- monitor controls 56
- mouse
 - changing settings 60

O

- online help 20, 23
- opening documents 38

P

- peripheral devices
 - installing 66
- Plug and Play devices
 - USB support for 66
- power management 61
- power modes
 - changing 61
- power schemes
 - changing 62
 - description 62
- power settings
 - advanced 62
 - Hibernate mode 62
- power source
 - failures 6
 - protecting from surges 6
 - surges 6
- power surge 6
- printer
 - installing 66
- printing documents 39
- programs
 - reinstalling 69
 - starting using Start button and menu 30

R

- reinstalling
 - programs 69
 - Windows 69

S

safety

- avoiding repetitive strain 11
- general precautions 91
- guidelines for troubleshooting 72
- posture 10
- reducing eye strain 9
- system setup 10

saving documents 38

ScanDisk

- description 51
- using to scan for hard drive errors 51

scanner

- installing 66

screen settings 56

sound

- adjusting volume 36
- muting 36

sound controls

- using 36

Standby mode

- description 61
- precautions before using 61
- using 61

System Restoration Kit

- using to reinstall device drivers 68

T

technical support

- automated troubleshooting 89
- Client Care 89
- e-mail 89
- FaxBack support 89
- resources 88, 89
- tips before contacting 88
- tutorial service 89
- World Wide Web 89

troubleshooting

- audio 87
- CD drive 73
- computer startup 74
- files 75
- hard drive 75

Internet connection 76, 79

keyboard 77

modem 77

monitor 83

mouse 84

printer 86

ScanDisk operation 87

screen area 83

system power 86

U

USB (Universal Serial Bus) connector

- using with Plug and Play devices 66

V

virus

- definition 50
- protecting against 46, 50

volume

- adjusting 36
- adjusting modem 81
- muting 36

W

Web site

- connecting to 45
- description 44
- Gateway 24

Windows

- reinstalling 69

Windows Welcome 14

World Wide Web (WWW)

- description 44
- downloading files from 46

