

BTX Pro

# USERGUIDE





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# CHAPTER 1

## Getting Help

- Thank you for purchasing our computer!
- Using the Gateway Web site
- Using Help and Support
- Using online help
- Finding your model and serial number
- Microsoft Certificate of Authenticity

# Thank you for purchasing our computer!

You have made an excellent decision choosing Gateway. We are sure that you will be pleased with the outstanding quality, reliability, and performance of your new computer. Each and every Gateway computer uses the latest technology and passes through the most stringent quality control tests to ensure that you are provided with the best product possible.

Please read this manual carefully to familiarize yourself with our range of services and support. We have highlighted some basic care and safety information to help you keep your computer in good operating condition.

Gateway stands behind our value proposition to our customers—to provide best-of-class service and support in addition to high-quality, brand-name components at affordable prices. If you ever have a problem, our knowledgeable, dedicated customer service department will provide you with fast, considerate service.

We sincerely hope that you will receive the utmost satisfaction and enjoyment from your new Gateway computer for years to come.

Thanks again, from all of us at Gateway.

## Using the Gateway Web site

Gateway's online support is available 24 hours per day, 7 days per week and provides the most current drivers, product specifications, tutorials, and personalized information about your computer. Visit the Gateway Support Web site at [www.gateway.com](http://www.gateway.com).

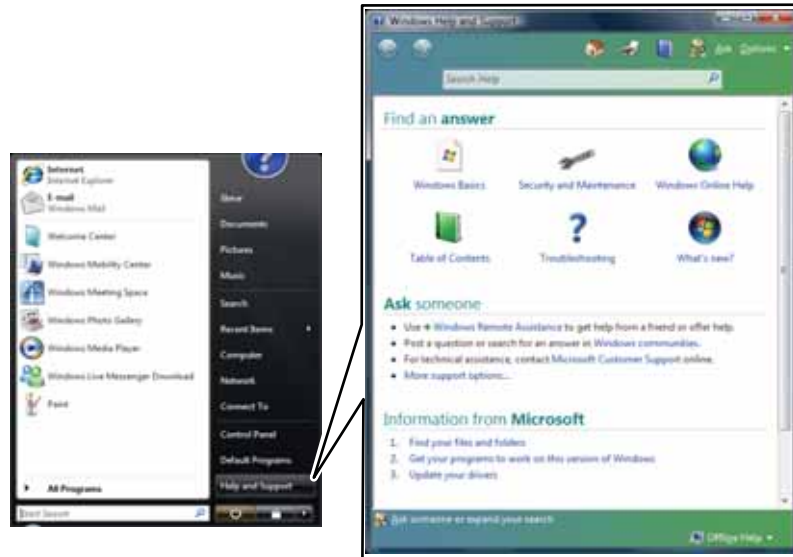


# Using Help and Support

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

► **To start Help and Support:**

- Click **® (Start)**, then click **Help and Support**. Help and Support opens.



You can find help information by clicking a general topic under **Find an answer**, selecting an option under **Ask someone**, or picking a category from **Information from Microsoft**. You can also search for a topic.

## Searching for a topic

To search for a topic in Help and Support, type a word or phrase (keyword) in the **Search Help** box located at the top of any Help and Support screen, then press **ENTER**.

For each search, you receive a list of suggested topics. To find the answer, click the result that most closely matches your question. Additional results may be available if the first list does not address your question.

## Getting help for Windows Media Center

If your computer has Windows Vista Media Center Edition, you can access help for information on how to use it.

► **To access Media Center help:**

- 1 Click **® (Start)**, then click **Help and Support**. Help and Support opens.
- 2 In the *Help and Support* window, type **Windows Media Center** in the *Search Help* box, then press **ENTER**. The *Media Center Help* window opens.

-OR-

If you are connected to the Internet, you can click **Windows Online Help**, then type **Windows Media Center** in the **Search Help For** box.

## Using online help

If you are connected to the Internet, many programs provide information online so you can research a topic or learn how to perform a task while you are using the program. You can access most online help information by selecting a topic from a **Help** menu or by clicking the **Help** button on the menu bar and selecting **Online Support** from the list.



Available information depends on the particular Help site to which you are taken. Many provide FAQs (Frequently Asked Questions), a search feature, articles about their software, tutorials, and forums where problems and issues are discussed.

## Finding your model and serial number



### Important

*The labels shown in this section are for informational purposes only. Label information varies by model, features ordered, and location.*

The label on the side of your computer case includes your computer serial number. Gateway Customer Care will need this information if you call for assistance.



## Microsoft Certificate of Authenticity

The Microsoft Certificate of Authenticity label found on the back or side of your computer includes the product key code for your operating system. If you ever reinstall Windows Vista from the installation DVD, you will need to enter these numbers to activate it.

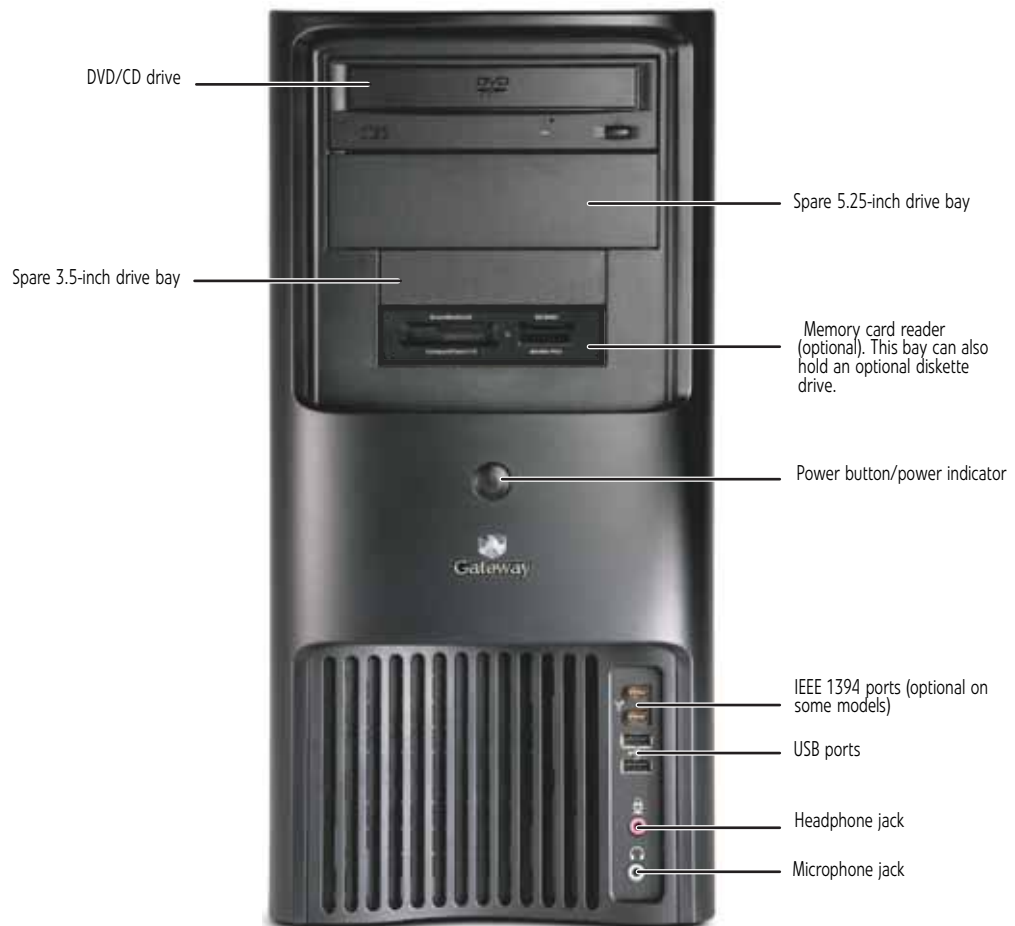
# CHAPTER 2

## Setting Up and Getting Started





- Front
- Back
- Working safely and comfortably
- Preparing power connections
- Connecting to a broadband modem or network
- Connecting a dial-up modem
- Starting your computer
- Turning off your computer
- Restarting (rebooting) your computer
- Using the keyboard
- Using the mouse
- Adjusting the volume
- Configuring the audio jacks
- Installing a printer, scanner, or other device

# Front

Your computer includes the following components (your computer may differ from the computer shown below).

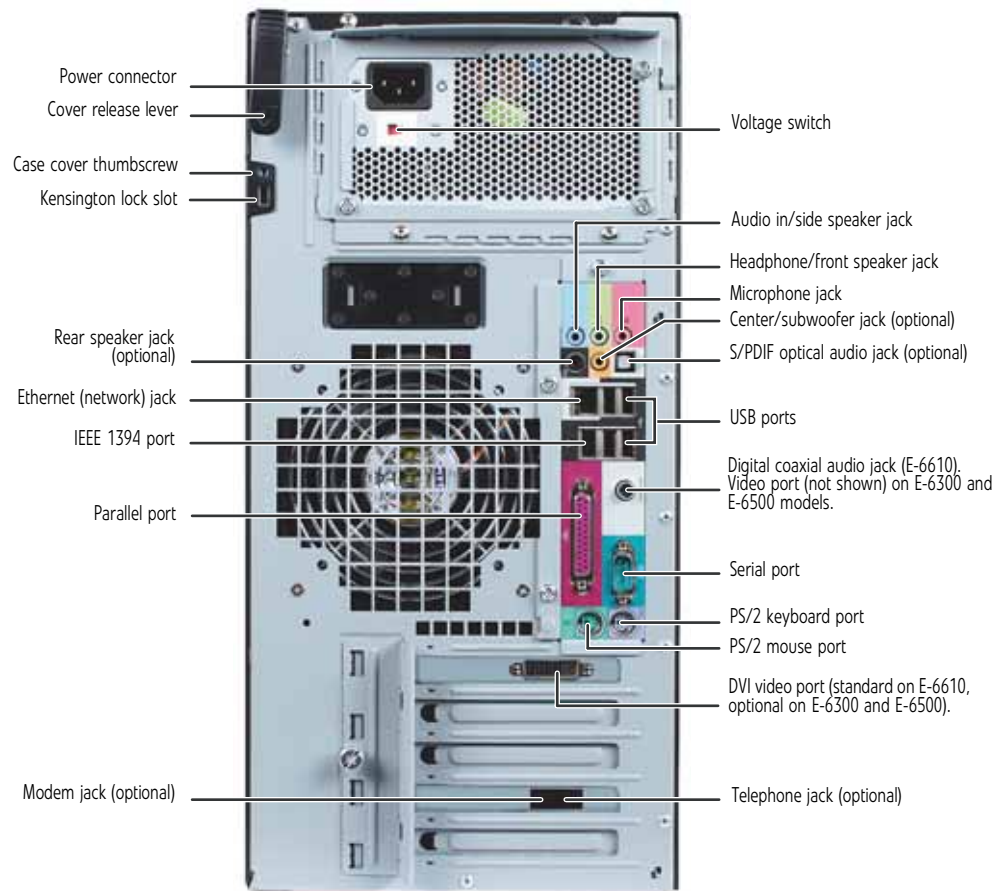










Component	Icon	Description
DVD/CD drive		Use this drive to listen to audio CDs, install games and programs, watch DVDs, and store large files onto recordable discs (depending on drive type). This drive may be a CD, recordable CD, DVD, or recordable DVD drive. To identify your drive type and for more information about your drive, see <a href="#">"Identifying drive types" on page 46</a> .
Spare 3.5-inch external drive bay		Use this drive bay for a memory card reader or other 3.5-inch drive.
Spare 5.25-inch external drive bay		Use this drive bay for an additional CD or DVD drive.
Memory card reader (optional)		Insert a variety of memory cards into this optional memory card reader. For more information, see <a href="#">"Using the memory card reader" on page 48</a> .
Power button/Power indicator		Press this button to turn the power on or off. You can also configure the power button to operate in Standby/Resume mode or Hibernate mode. The button lights when the computer is turned on.

Component	Icon	Description
IEEE 1394 ports		Plug an IEEE 1394 (also known as Firewire® or i.Link®) device (such as a digital camcorder) into these 4-pin IEEE 1394 ports. For more information, see <a href="#">"Installing a printer, scanner, or other device" on page 20.</a>
USB ports		Plug a USB (Universal Serial Bus) device (such as a printer, scanner, camera, keyboard, or mouse) into these ports. For more information, see <a href="#">"Installing a printer, scanner, or other device" on page 20.</a>
Microphone jack		Plug a microphone into this jack. This jack is color-coded red or pink.
Headphone jack		Plug powered, analog front speakers, an external amplifier, or headphones into this jack. This jack is color-coded green.






## Back

Your computer includes the following components (your computer may differ from the computer shown below).



Component	Icon	Description
Power connector		Plug the power cord into this connector.
Cover release lever		Press toward the side of the case to open the computer cover.
Case cover thumbscrew		Remove this screw before opening the case.
Kensington lock slot		Attach a cable lock to this slot, then attach the cable to a solid object like a desk or table to prevent your computer from being stolen.
Rear speaker jack (black plug) (optional)		Dual-purpose audio jack. Plug your rear right and left speakers into this optional jack. For information on configuring this jack, see <a href="#">“Configuring the audio jacks” on page 49</a> .
Ethernet (network) jack		Plug a 10/100 Ethernet network cable or a device (such as a DSL or cable modem for a broadband Internet connection) into this jack. For more information, see <a href="#">“Networking Your Computer” on page 81</a> .
IEEE 1394 port (optional)		Plug an IEEE 1394 (also known as Firewire® or i.Link®) device (such as a digital camcorder) into this 4-pin IEEE 1394 port. For more information, see <a href="#">“Installing a printer, scanner, or other device” on page 20</a> .
Parallel port		Plug a parallel device (such as a printer) into this port. For more information, see <a href="#">“Installing a printer, scanner, or other device” on page 20</a> .
Modem jack (optional)		Plug a modem cable into this jack.
Voltage switch		Before turning on your computer, make sure that this switch is in the correct position for the correct power available. The switch is preset at the factory with the correct voltage for your area. In the United States, the utility power is supplied at a nominal 115 volts at 60 Hz. The power supply should always be set to this when your computer is operating in the United States. In other areas of the world, such as Europe, the utility power is supplied at 230 volts at 50 Hz. If your computer is operating in an environment such as this, the voltage switch should be moved to 230.
Audio input (Line in)/side speaker jack (blue)		If the back of your computer has five audio jacks, this jack is user configurable for one of the following: <b>Stereo in:</b> Plug an external audio input source (such as a stereo) into this jack so you can record sound on your computer ( <b>Default</b> ). <b>Stereo out:</b> Plug your side left and right speakers into this jack. For information on configuring this jack, see <a href="#">“Configuring the audio jacks” on page 49</a> . If the back of your computer has three audio jacks, this jack is the audio input (line in) jack. Plug an external audio input source (such as a stereo) into this jack so you can record sound on your computer.
Headphone/analog speakers jack (green) –OR– Front speakers jack		If the back of your computer has five audio jacks, this jack is user configurable for one of the following: <b>Headphone:</b> Plug headphones or amplified speakers into this jack ( <b>Default</b> ). <b>Stereo out:</b> Plug your front left and right speakers into this jack. For information on configuring this jack, see <a href="#">“Configuring the audio jacks” on page 49</a> . If the back of your computer has three audio jacks, this jack is the headphone/analog speaker (line out) jack. Plug powered speakers, an external amplifier, or headphones into this jack.
Microphone jack (red or pink)		Plug a microphone into this jack.



Component	Icon	Description
Center/subwoofer jack (orange plug) (optional)		Dual-purpose audio jack. Plug your center speaker and subwoofer into this optional jack. For information on configuring this jack, see <a href="#">"Configuring the audio jacks" on page 49</a> .
S/PDIF optical audio jack (optional)		Plug a single Toslink™ optical fiber connector into this jack for digital audio. S/PDIF (Sony/Phillips Digital Interface) provides digital audio output from a CD or DVD.
USB ports		Plug USB (Universal Serial Bus) devices (such as a printer, scanner, camera, keyboard, or mouse) into these ports. For more information, see <a href="#">"Installing a printer, scanner, or other device" on page 20</a> .
Digital coaxial audio port (E-6610), or Video port (E-6300 and E-6500)		Plug a single digital coaxial audio connector into this jack for digital audio. Provides digital audio output from a CD or DVD (E-6610) Plug a monitor into this port (E-6300 and E-6500).
Serial port		Plug a serial device into this port. For more information, see <a href="#">"Installing a printer, scanner, or other device" on page 20</a> .
PS/2 keyboard port		Plug a PS/2 mouse into this port.
PS/2 mouse port		Plug a Personal System/2® (PS/2) keyboard into this port.
DVI video port		Plug a digital monitor into this port (E-6610). Optional on some models (E-6300 and E-6500).
Telephone jack (optional)		Plug a telephone cable into this jack.

## Working safely and comfortably

Before using your computer, follow these general guidelines for setting up a safe and comfortable work area and avoiding discomfort and strain:

- Keep hands and arms parallel to the floor.
- Adjust the screen so it is perpendicular to your line of sight, and the top of the screen is no higher than eye level.
- Place your feet flat on the floor or on a footrest.
- Keep ventilation openings clear of obstructions.



## Reducing eye strain

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

- Position the computer desk and screen so you can avoid glare on your screen and light shining directly into your eyes. Reduce glare by installing shades or curtains on windows, and by installing a glare screen filter.
- Use soft, indirect lighting in your work area. Do not use your computer in a dark room.
- Set paper holders at the same height and distance as the monitor.
- Avoid focusing your eyes on your computer screen for long periods of time. Every 10 or 15 minutes, look around the room, and try to focus on distant objects.

## Setting up your computer desk and chair

When you are setting up your computer desk and chair, make sure that the desk is the appropriate height and the chair helps you maintain good posture.

- Select a flat surface for your computer desk.
- Adjust the height of the computer desk so your hands and arms are positioned parallel to the floor when you use the keyboard and touchpad. If the desk is not adjustable or is too tall, consider using an adjustable chair to control your arm's height above the keyboard.
- Use an adjustable chair that is comfortable, distributes your weight evenly, and keeps your body relaxed.
- Position your chair so the keyboard is at or slightly below the level of your elbow. This position lets your shoulders relax while you type.
- Adjust the chair height, adjust the forward tilt of the seat, or use a footrest to distribute your weight evenly on the chair and relieve pressure on the back of your thighs.
- Adjust the back of the chair so it supports the lower curve of your spine. You can use a pillow or cushion to provide extra back support.

## 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 far back. Sit with your back straight so your knees, hips, and elbows form right angles when you work.
- Take breaks to stand and stretch your legs.
- Avoid twisting your torso or neck.

## Avoiding discomfort and injury from repetitive strain

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

# Preparing power connections

## Protecting from power source problems



### Warning

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

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

An *uninterruptible power supply (UPS)* supplies battery power to your computer during a power failure. 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 down your computer normally.

## Checking the voltage selection



### Caution

If you set the voltage selection switch incorrectly, your system will be damaged. Make sure this switch is set correctly for your location before turning on your computer. In the United States, the utility power is supplied at a nominal 115 volts at 60 Hz. The power supply should always be set to this when your computer is operating in the United States. In other areas of the world, such as Europe, the utility power is supplied at 230 volts at 50 Hz. If your computer is operating in an environment such as this, the voltage switch should be moved to 230.

The *power supply*, a component built into your computer, provides power to the system board, add-in cards, and peripheral devices. The power supply's voltage selection for your location is typically set at the factory, but you can change it to match the electrical service available in your usage area (such as while in another country). Use the power selection switch on the back of your computer to set the voltage to 115V or 230V. To verify that your system has the correct setting for your area, check the voltage selection switch.

#### ► To set the voltage selection switch:

- 1 Disconnect your computer's power cable.
- 2 Use a tool such as an opened paper clip to slide the voltage selection switch to the correct voltage position. The switch is located on the back of your computer, near the power cable connector.

## Connecting to a broadband modem or network




### Important

Your computer may be equipped with a built-in Ethernet port. For information about setting up a wired or wireless Ethernet network, see ["Networking Your Computer" on page 81](#).

You can connect your computer to a cable or DSL modem or to a wired Ethernet network.

#### ► To connect to a broadband modem or to an Ethernet network:

- 1 Insert one end of the network cable into the network jack  on the back of your computer.
- 2 Insert the other end of the network cable into a cable modem, DSL modem, or network jack.

## Connecting a dial-up modem




### Warning

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

Your computer may have a 56K modem add-in card that you can use with a standard telephone line to connect to the internet or fax documents.

#### ► To connect the modem:

- 1 Insert one end of the modem cable into the modem jack  on the modem expansion card at the back of your computer.
- 2 Insert the other end of the modem cable into a telephone wall jack. (The modem will not work with digital or PBX telephone lines.)
- 3 If you want, you can connect a telephone to the PHONE jack on the modem expansion card at the back of your computer.

# Starting your computer

► **To start your computer:**


- 1 Connect the power, network, mouse, and keyboard cables to your computer according to the setup poster.
- 2 Press the power button on the front of your computer. If your computer does not turn on, check the power cable connections.

---

 **Important**

Your computer has a built-in variable speed fan. In addition, your computer uses a powerful processor which produces heat. Both the system fan and processor can run at different speeds at times to ensure proper system cooling. You may notice an increase in the fan noise when the fan is running at high speed and a decrease in the fan noise when it switches to normal speed.

---

- 3 If you are starting your computer for the first time, follow the on-screen instructions to select the language, time zone, and to create your first user account.
- 4 Attach and turn on any USB or audio peripheral devices, such as printers, scanners, and speakers. See the documentation that came with each device for its setup instructions. If you need to attach a peripheral device to the parallel or serial ports, turn off your computer first.
- 5 To open your computer's main menu, click  (**Start**). From that menu, you can run programs and search for files. For more information on using your computer's menus, see ["Using Windows Vista" on page 21](#), and ["Customizing Windows" on page 67](#).



## Waking up your computer



For more information about changing the power button mode, see ["Changing power-saving settings" on page 77](#).

---

When you have not used your computer for several minutes, it may enter a power-saving mode called *Sleep*. While in Sleep mode, the power indicator on the power button flashes.

If your computer is in Sleep mode, move the mouse, press a key on the keyboard, or press the power button to "wake" it up.

## Turning off your computer



When you turn off your computer, certain components in the power supply and system board remain energized. In order to remove all electrical power from your computer, unplug the power cord and modem cable from the wall outlets. We recommend disconnecting the power cord and modem cable when your computer will not be used for long periods.

---



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

---

Putting your computer into Sleep mode is the easiest way to power down your computer. Although it does not turn your computer completely off, it does turn off or slow down most system operations to save power, and saves your desktop layout so the next time you restore power, the programs are laid out just as you left them. Waking your computer from a Sleep state is much faster than turning on your computer after it has been turned completely off.

► **To put your computer to sleep:**

- 1 Click **Ⓢ (Start)**, then click (power). The computer saves your session and partially shuts down to save power.
- 2 To “wake” your computer, move the mouse, press a key on the keyboard, or press the power button.

► **To turn off your computer:**

- 1 Click **Ⓢ (Start)**, click the arrow next to the power icon, then click **Turn Off**. The computer turns off.
- 2 To completely disconnect all power (such as for servicing internal components), also disconnect the power cord.

## Restarting (rebooting) your computer

If your computer does not respond to keyboard or mouse input, you may need to restart (reboot) your computer.

► **To restart your computer:**



- 1 Click **Ⓢ (Start)**, click the arrow next to the power icon, then click **Restart**. Your computer turns off, then turns on again.
- 2 If your computer does not turn off, press and hold the power button until the computer turns off (about five seconds), then press it again to turn the computer back on.

## Using the keyboard

### Premium multimedia keyboard features

The keyboard has several different types of keys and buttons. Your keyboard also has status indicators that show which keyboard feature is active.



Feature	Icon	Description
Editing buttons		Press these buttons to copy, cut, and paste.
Function keys		Press these keys to start program actions. Each program uses different function keys for different purposes. See the program documentation to find out more about the function key actions.
Internet buttons		Press these buttons to launch your Internet home page, search, or e-mail programs.
Audio playback buttons		Press these buttons to play your audio files and to adjust the volume.
Navigation keys		Press these keys to move the cursor to the beginning of a line, to the end of a line, up the page, down the page, to the beginning of a document, or to the end of a document.
Indicators		Show if your NUM LOCK, CAPS LOCK, or SCROLL LOCK keys are activated. Press the corresponding key to activate the function.
Windows keys		Press one of these keys to open the Windows <b>Start</b> menu. These keys can also be used in combination with other keys to open utilities like <b>F</b> (Search utility), <b>R</b> (Run utility), and <b>E</b> (Explorer utility).
Application key		Press this key to access shortcut menus and help assistants in Windows.
Directional keys		Press these keys to move the cursor up, down, right, or left.
Numeric keypad		Press these keys to type numbers when the numeric keypad (NUM LOCK) is turned on.

## Elite multimedia keyboard features

The keyboard has several different types of keys and buttons. Your keyboard also has status indicators that show which keyboard feature is active.



Feature	Icon	Description
Sleep button		Press this button to activate your computer's Sleep (power-saving) mode.
Function keys		Press these keys to start program actions. Each program uses different function keys for different purposes. See the program documentation to find out more about the function key actions.
Application buttons		Press these buttons to launch your Internet home page, search for files, or launch the calculator program.
Audio playback buttons		Press these buttons to play your audio files and to adjust the volume.
Indicators		Show if your NUM LOCK, CAPS LOCK, or SCROLL LOCK keys are activated. Press the corresponding key to activate the function.
Windows keys		Press one of these keys to open the Windows <b>Start</b> menu. These keys can also be used in combination with other keys to open utilities like <b>F</b> (Search utility), <b>R</b> (Run utility), and <b>E</b> (Explorer utility).
Application key		Press this key to access shortcut menus and help assistants in Windows.
Editing buttons		Press these buttons to copy, cut, and paste.



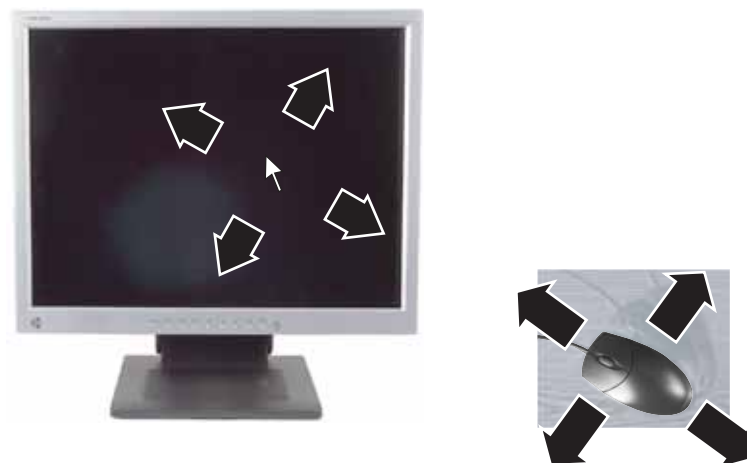
Feature	Icon	Description
Navigation keys		Press these keys to move the cursor to the beginning of a line, to the end of a line, up the page, down the page, to the beginning of a document, or to the end of a document. Press the arrow keys to move the cursor.
Numeric keypad		Press these keys to type numbers when the numeric keypad (NUM LOCK) is turned on.

## Using the mouse



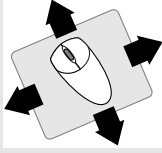


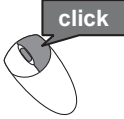

The *mouse* is a device that controls the pointer movement on the computer display. This illustration shows the standard mouse.

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



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

You can use the *scroll wheel* on the mouse to move through a document. This feature is not available in all programs.

To...	Do this...	
Move the pointer on the computer display		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.
Select an object on the computer display		Position the pointer over the object. Quickly press and release the left mouse button once. This action is called <i>clicking</i> .
Start a program or open a file or folder		Position the pointer over the object. Quickly press and release the left mouse button twice. This action is called <i>double-clicking</i> .
Access a shortcut menu or find more information about an object on the computer display.		Position the pointer over the object. Quickly press and release the right mouse button once. This action is called <i>right-clicking</i> .
Move an object on the computer display.		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 computer display. Release the button to drop the object where you want it.

For more information about how to adjust the double-click speed, pointer speed, right-hand or left-hand configuration, and other mouse settings, see [“Changing mouse settings” on page 75](#). For instructions on how to clean the mouse, see [“Cleaning the mouse” on page 108](#).

## Adjusting the volume

### Help

For more information about adjusting the volume, click **Start**, then click **Help and Support**. Type **adjusting volume** in the **Search help** box, then press ENTER.

You can adjust volume using your speakers' controls or the Windows volume controls. You can also adjust the volume of specific sound devices in your computer.

#### ► To adjust the overall volume using hardware controls:


- If you are using external speakers, turn the knob on the front of the speakers.

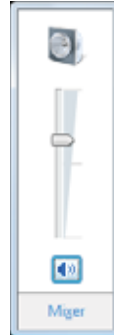
-OR-


Use the mute and volume control buttons on the keyboard. For more information, see [“Using the keyboard” on page 14](#).

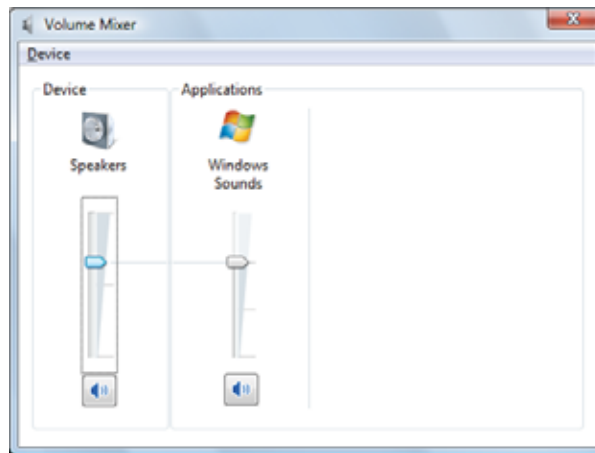


► **To adjust the volume from Windows:**

- 1 Click  (**Volume**) on the taskbar. The volume control slider opens.



- 2 Click and drag the slider up to increase volume and down to decrease volume.
- 3 To mute the volume, click  (**Mute**). To restore volume, click it again.
- 4 To adjust device volume levels, click **Mixer**. The *Volume Mixer* dialog box opens, where you can click and drag sliders for individual devices.



 **Tip**

Adjust the Windows Sounds slider to change system sounds volume independently of general volume (such as the volume used for music and game sounds).

- 5 Click **X** in the top-right corner of the window to close it.


## Configuring the audio jacks

If the back of your computer has five audio jacks, they are universal jacks. This means that they can be used for more than one purpose. For example, the blue jack on the computer can be a stereo in jack or a stereo out jack. For more information on how each jack can be used, see your hardware reference. To use the audio jacks for something other than the default audio device, you need to configure the audio jacks.

► **To configure the audio jacks:**


➔ **Shortcut**

Start ⇒ Control Panel ⇒ Sounds and Audio Devices ⇒ Advanced.

- 1 Connect your audio device(s) to the computer audio jack(s).
- 2 Click  (**Start**), then click **Control Panel**. The *Control Panel* window opens.

- 3 Click **Hardware and Sound**, **Sound**, the **Playback** tab, then click **Configure**.

-OR-

If your computer has the Realtek Sound Effect Manager installed, double-click the Sound Effect Manager icon  on the taskbar. The *Realtek* dialog box opens.

- 4 Follow the on-screen instructions to configure the audio jacks for your speaker setup.  
■

## Installing a printer, scanner, or other device



### Important

Before you install a printer, scanner, or other peripheral device, see the device documentation and installation instructions.

Your computer has one or more of the following ports: IEEE 1394 (also known as Firewire<sup>®</sup> or i.Link<sup>®</sup>), Universal Serial Bus (USB), serial, and parallel. You use these ports to connect peripheral devices such as printers, scanners, and digital cameras to your computer. For more information about port locations, see your hardware reference.

IEEE 1394 and USB ports support *plug-and-play* and *hot-swapping*, which means that your computer will usually recognize such a device whenever you plug it into the appropriate port. When you use an IEEE 1394 or USB device for the first time, your computer will prompt you to install any software the device needs. After doing this, you can disconnect and reconnect the device at any time.



### Help

For more information about installing peripheral devices, click **Start**, then click **Help and Support**. Type **installing devices** in the **Search** box, then press **Enter**.

Parallel and serial port devices are not plug-and-play. See the device documentation for detailed information and installation instructions.

# CHAPTER 3

## Using Windows Vista

- Using the Windows desktop
- Working with files and folders
- Searching for files
- Working with documents
- Shortcuts

# Using the Windows desktop

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.







## Help

For more information about the Windows desktop, click **Start**, then click **Help and Support**. Type the phrase **Windows desktop** in the **Search Help** box, then click the magnifying glass.

Your desktop may be different from this example, depending on how your computer is set up. The desktop contains the taskbar, the Start button, and the Recycle Bin icon.



Desktop elements	Description
	<p>The <i>taskbar</i> is the bar at the bottom of the computer display containing the Start button on the left and a clock on the right. Other buttons on the taskbar represent programs that are running. Click a program's <i>button</i> on the taskbar to open the program's window.</p>
	<p>The <i>Start button</i> provides access to programs, files, help for Windows and other programs, and computer tools and utilities. Click the <b>Start</b> button, then open a file or program by clicking an item on the menu that opens.</p>
	<p>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 <a href="#">"Deleting files and folders" on page 27</a>.</p>
	<p>The Windows Security Center icon may appear on the taskbar near the clock. The icon changes appearance to notify you when the security settings on your computer are set below the recommended value or when updates are available. Double-click this icon to open the Windows Security Center. For more information, see <a href="#">"Modifying security settings" on page 101</a>.</p>

## Using the Start menu

### **Help**

For more information about the Windows Start menu, click **Start**, then click **Help and Support**. Type **Windows Start menu** in the **Search Help** box, then press ENTER.


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

#### ► To use the Start menu:

 **Shortcut**  
Start ⇨ All Programs ⇨

- 1 Click  (**Start**) on the lower left of the Windows desktop. The Start menu opens, showing you the first level of menu items.



- 2 Click **All Programs** to see all programs, files, and folders in the Start menu. If you click an item with a folder  icon, the programs, files, and *subfolders* appear.



- 3 Click a file or program to open it.

■

## Adding icons to the desktop



### Help

For more information about the desktop icons, click **Start**, then click **Help and Support**. Type **desktop icons** in the **Search Help** box, then press ENTER.

You may want to add an icon (shortcut) to the desktop for a program that you use frequently.

#### ► To add icons to the desktop:



### Shortcut

Start ⇒ All Programs ⇒ right-click program ⇒ Send To ⇒ Desktop (create shortcut)

- 1 Click **Ⓜ (Start)**, then click **All Programs**.
- 2 Right-click (press the right mouse button) the program that you want to add to the desktop.
- 3 Click **Send To**, then click **Desktop (create shortcut)**. A shortcut icon for that program appears on the desktop.



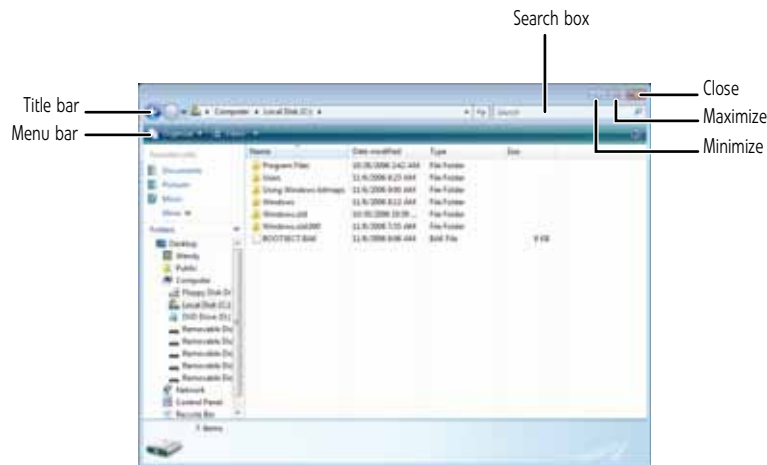
## Identifying window items



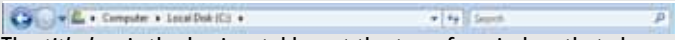
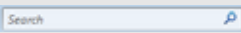
### Help

For more information about windows, click **Start**, then click **Help and Support**. Type **window** in the **Search Help** box, then press ENTER.





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



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

Window item	Description
	The <i>title bar</i> is the horizontal bar at the top of a window that shows the window title.
	The <b>Search</b> box lets you search for a word or phrase in the current window.



Window item	Description
	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 computer display. 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.

## Working with files and folders

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


### Viewing drives

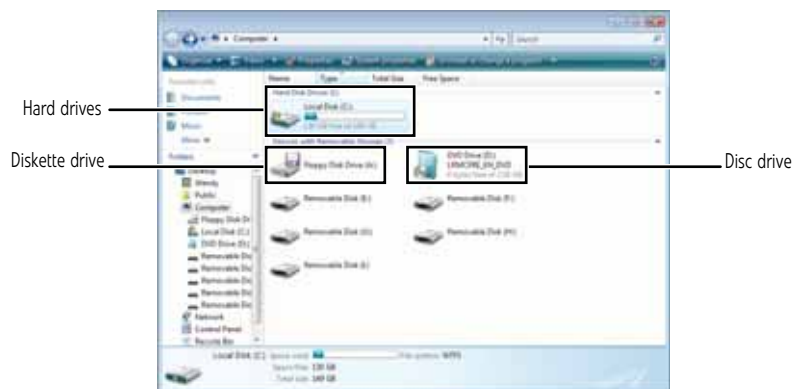
#### Help

For more information about files and folders, click **Start**, then click **Help and Support**. Type **files and folders** in the **Search Help** box, then press ENTER.

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

#### ► To view the drives, folders, and files on your computer:

- 1 Click  (**Start**), then click **Computer**.

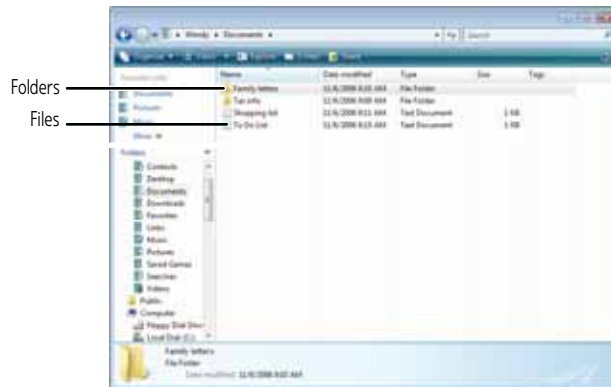


- 2 Double-click the drive icon.



## Creating folders

*Folders* are much like the folders in a file cabinet. They can contain files and other folders. *Files* are much like paper documents—letters, spreadsheets, and pictures—that you keep on your computer. In fact, all information on a computer is stored in files.



### ► To create a folder:

#### ➔ **Shortcut**

Click File ⇒ New ⇒ Folder ⇒ type name

- 1 Click **Ⓜ** (**Start**), then click **Computer** on the Start menu.
- 2 Double-click the drive where you want to put the new folder. Typically, Local Disk (C:) is your hard drive and 3½ Floppy (A:) is your diskette drive.
- 3 If you want to create a new folder inside an existing folder, double-click the existing folder.
- 4 Click **Organize**, then click **New Folder**. The new folder is created.
- 5 Type a name for the folder, then press **ENTER**. The new folder name appears by the folder icon.



For information about renaming folders, see [“Shortcuts” on page 32](#).

## Copying and moving files and folders

### ✓ **Important**

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

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

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

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

### ► To copy a file or folder to another folder:

- 1 Locate the file or folder you want to copy. For more information, see [“Viewing drives” on page 25](#) and [“Searching for files” on page 28](#).
- 2 Right-click (press the right mouse button) the file or folder that you want to copy. A pop-up menu opens on the desktop.
- 3 Click **Copy** on the pop-up menu.
- 4 Open the destination folder.

- 5 With the pointer inside the destination folder, right-click.
- 6 Click **Paste**. A copy of the file or folder appears in the new location.

---

### **Help**

For more information about copying files and folders or moving files or folders, click **Start**, then click **Help and Support**. Type **copying files and folders** or **moving files and folders** in the **Search Help** box, then press ENTER.

---

■

► **To move a file or folder to another folder:**

- 1 Locate the file or folder you want to move. For more information, see [“Viewing drives” on page 25](#) and [“Searching for files” on page 28](#).
  - 2 Right-click (press the right mouse button) the file or folder that you want to move. A pop-up menu opens on the desktop.
  - 3 Click **Cut** on the pop-up menu.
  - 4 Open the destination folder.
  - 5 With the pointer inside the destination folder, right-click.
  - 6 Click **Paste**. The file or folder you moved appears in its new location and is removed from its old location.
- 

## Deleting files and folders

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

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

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

► **To delete files or folders:**

- 1 In the *Computer* or *Windows Explorer* window, click the files or folders that you want to delete. For instructions on how to select multiple files and folders, see [“Shortcuts” on page 32](#).

If you cannot find the file you want to delete, see [“Searching for files” on page 28](#).

- 2 Click **Organize**, then click **Delete**. Windows moves the files and folders to the Recycle Bin.
- 

► **To recover files or folders from the Recycle Bin:**

- 1 Double-click the **Recycle Bin** icon. The *Recycle Bin* window opens and lists the files and folders you have thrown away since you last emptied it.
  - 2 Click the files or folders that you want to restore. For instructions on how to select multiple files and folders, see [“Shortcuts” on page 32](#).
  - 3 Click **Restore**. Windows returns the deleted files or folders to their original locations.
-

► **To empty the Recycle Bin:**



**Caution**

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

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



**Help**

For more information about emptying the Recycle Bin, click **Start**, then click **Help and Support**. Type **emptying the Recycle Bin** in the **Search Help** box, then press ENTER.



## Searching for files

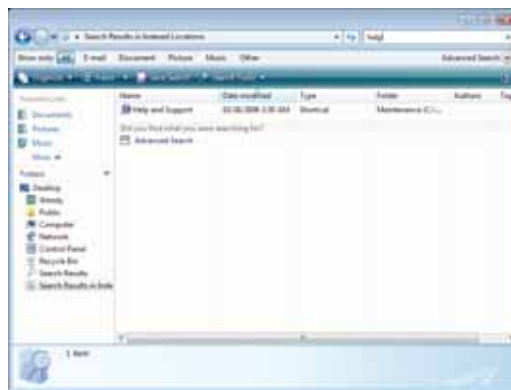
If you are looking for a particular file or folder or a set of files or folders that have characteristics in common, but you do not remember where they are stored on your hard drive, you can use the Search utility. to search by:

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

## Using the Windows Search

► **To find files and folders using the Search:**

- 1 Click **⊞ (Start)**, then click **Search**. The *Search Results* window opens.
  - 2 If you want to search on your computer by file or folder name, type in all or part of the file or folder name in the *Search* box in the top right of the window.
- If you type all of the name, Search will list all files and folders of that name.
  - If you type part of the name, Search will list all of the file and folder names containing the letters you typed.



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



**Help**

For more information about searching for files and folders, click **Start**, then click **Help and Support**. Type the keyword **searching** in the **Search Help** box, then click the magnifying glass.



## Using advanced search options

Search can find files meeting more criteria than file name. You can narrow your search by selecting the search options that you want. You can search by the:

- Name or part of a name
- Creation date
- Modification date
- File type
- Tag
- Author
- Text contained in the file
- Time period in which it was created or modified

You can also combine search criteria to refine searches.


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

## Browsing for files and folders

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

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

### ► To browse for a file:

- 1 Click  (**Start**), then click **Computer**. The *Computer* window opens.
- 2 Double-click the drive or folder that you think contains the file or folder that you want to find.
- 3 Continue double-clicking folders and their subfolders until you find the file or folder you want.

---

### **Help**

For more information about browsing for files and folders, click **Start**, then click **Help and Support**. Type **files and folders** in the **Search Help** box, then press ENTER.

---



## Working with documents

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

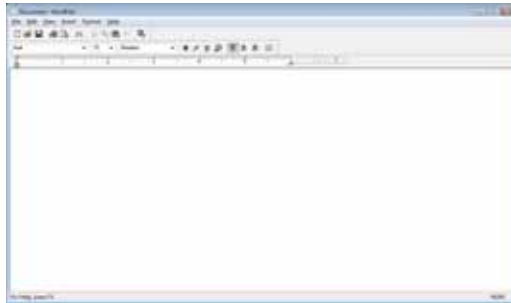
The following examples show how to create, save, open, and print a document using Microsoft® WordPad. Similar procedures apply to other programs such as Corel® WordPerfect®, Microsoft Word, and Microsoft Excel.

For more information about using a program, click **Help** on its menu bar.

## Creating a new document

► **To create a new document:**

- 1 Click **⊞ (Start), All Programs, Accessories**, then click **WordPad**. Microsoft WordPad starts and a blank document opens.



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

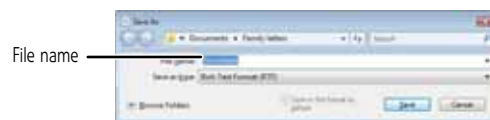
■

## Saving a document

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

► **To save a document:**

- 1 Click **File**, then click **Save**. The *Save As* dialog box opens.



- 2 Click **Browse Folders** to open the **Folders** list, then click the folder where you want to save the file.
- 3 Type a new file name in the **File name** box.
- 4 Click **Save**.

**? Help**

For more information about saving documents, click **Start**, then click **Help and Support**. Type **saving** in the **Search Help** box, then press ENTER.

■

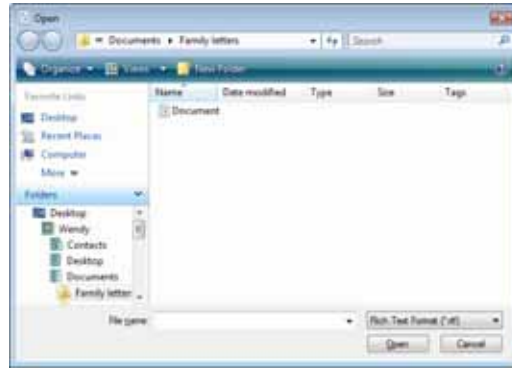
## Opening a document

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

► **To open a document:**

- 1 Start the program.
- 2 Click **File**, then click **Open**.

- 3 Click **Folders** to open the **Folders** list, then click the folder you want to open.



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

---

### **? Help**

For more information about opening documents, click **Start**, then click **Help and Support**. Type **opening files** in the **Search Help** box, then press ENTER.

---



## 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, see the printer documentation.

► **To print a document:**

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

---

### **? Help**

For more information about printing documents, click **Start**, then click **Help and Support**. Type **printing** in the **Search Help** box, then press ENTER.

---



# Shortcuts



## Help

For more information about Windows keyboard shortcuts, click **Start**, then click **Help and Support**. Type **Windows keyboard shortcuts** in the **Search Help** box, then press **ENTER**.

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

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



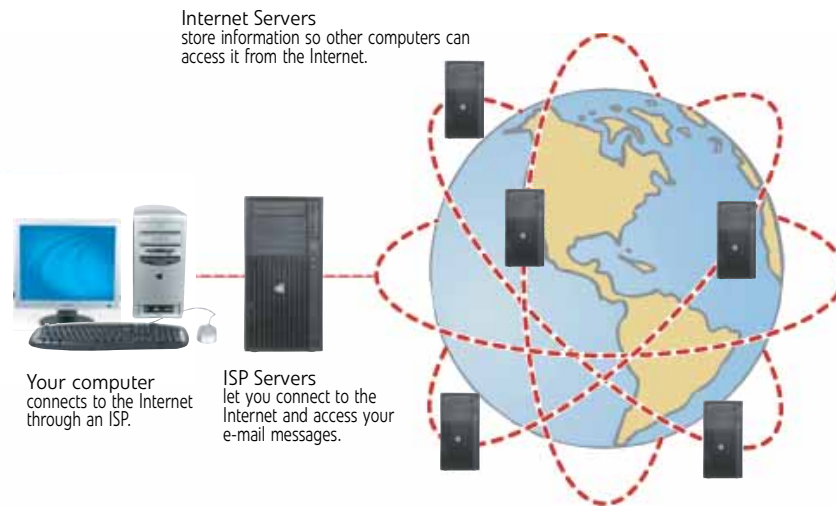
# CHAPTER 4

## Using the Internet

- Learning about the Internet
- Setting up an Internet account
- Using the World Wide Web
- Using e-mail

# Learning about the Internet

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



## Important

To determine if you have an Ethernet jack on your computer, see your computer's hardware reference. If you do not have an Ethernet jack on your computer and would like to purchase an Ethernet card, visit the Accessory Store at [www.gateway.com](http://www.gateway.com).

If you want to access the Internet you need:

- A **modem**—a device that connects your computer to other computers or servers using a telephone, DSL, or cable television line. Your computer may have a built-in dial-up telephone modem. Cable and DSL modems connect to your computer through an Ethernet jack and provide a faster connection speed than a standard telephone modem.
- An **Internet service provider**—a company that provides access to the Internet through an ISP server. When you connect to an ISP, the ISP server lets you access the Internet and your e-mail messages. Check your telephone book for a list of Internet service providers available locally.
- A **Web browser**—a program that displays information from the World Wide Web. Microsoft Internet Explorer was included with your computer. For more information, see [“Using the World Wide Web” on page 35](#).
- An **e-mail program**—a program that lets you create, send, and receive e-mail messages over the Internet. Microsoft Outlook or Outlook Express was included with your computer. For more information, see [“Using e-mail” on page 37](#).

## 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). To set up an ISP service or to transfer an existing account to this computer, contact the ISP directly.

Dial-up Internet connections are those using a telephone system to connect to the Internet. This may include ordinary analog telephone lines, ISDN connections, and in some cases ADSL over PPP, or other technologies. Because dial-up connections are designed to be temporary connections to the Internet, dial-up charges (with both your telephone company and Internet service provider) often increase the longer you connect to the Internet. To minimize the cost for dial-up Internet users, we suggest that you only connect to the Internet during your e-mail and Web browsing session, then disconnect when you are finished. Your Internet service provider can provide instructions on how to connect to and disconnect from the Internet.

Cable and DSL modems, a connection known as broadband, use your cable television or special telephone lines to connect to your ISP and access the Internet. In many instances, broadband is considered an always-connected service. With this type of service, your cost is the same regardless of the amount of time you use your Internet connection.

## Accessing your Internet account



### Help

For general information about using Internet accounts, click **Start**, then click **Help and Support**. Type the **ISP** in the **Search Help** box, then press ENTER.

The method you use to access your Internet account varies from ISP to ISP. Contact your ISP for the correct procedure.

## Using the World Wide Web

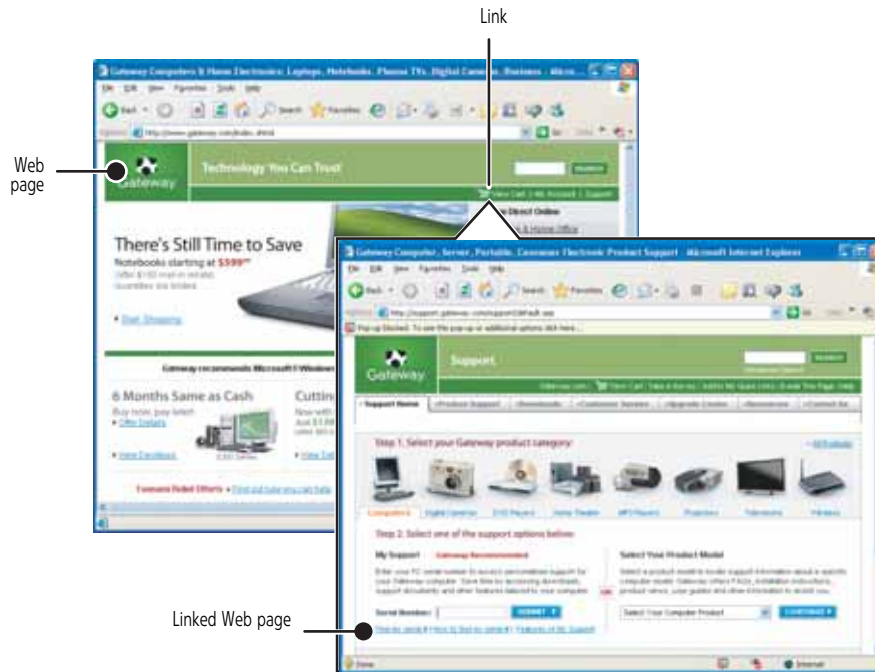
The World Wide Web is a multimedia window to the Internet that gives you access to millions of information sources.

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

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

You can explore a Web site or visit other Web sites by clicking areas on a 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, click **Help** in the menu bar.



## Connecting to a Web site

After you set up an account with an Internet service provider (ISP), you can access the many information sources on the World Wide Web.

► **To connect to a Web site:**

- 1 Connect to your Internet account.
- 2 Depending on the method you use to connect to your Internet account, you may need to start your Web browser. Click **@ (Start)**, then click **Internet**. Your default Web browser opens showing an opening page or welcome screen.
- 3 To go to a different Web site, type the *address* (called a *URL* for “Universal Resource Locator”) in the browser address bar (for example **www.gateway.com**), then click **GO** on the browser address bar.



- OR -

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

### **? Help**

For more information about connecting to a Web site, click **Start**, then click **Help and Support**. Type **connecting to a Web site** in the **Search Help** box, then press ENTER.

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

■

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

## Downloading files



### Caution

To protect your computer against viruses, make sure that you scan the files you download. For more information, see ["Protecting your computer from viruses" on page 97](#).

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

#### ► 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 press **ENTER**.  
- OR -  
Click a link on a Web page to navigate to the Web site containing the file that you want to download.
- 3 Create or locate the folder where you want to store the file on your computer. For more information, see ["Working with files and folders" on page 25](#).
- 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 want. 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.



### Help

For more information about downloading files, click **Start**, then click **Help and Support**. Type the **downloading files** in the **Search Help** box, then click **ENTER**.



## Using e-mail

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


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

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



## Sending e-mail

► **To send e-mail using Windows Mail:**

- 1 Connect to your Internet service provider.
- 2 Click  (**Start**), then click **E-mail**. Your default e-mail program opens.
- 3 Click **Create Mail**.
- 4 Type the e-mail address of the recipient you want to send e-mail to in the **To** box.
- 5 Type the subject of your e-mail in the **Subject** box.
- 6 Type the e-mail message.



**Tip**

Most e-mail programs let you attach files, such as photographs, to your e-mail. For more information, see the help for your e-mail program.

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




## Checking your e-mail



**Help**

For general information about using e-mail, click **Start**, then click **Help and Support**. Type the **e-mail** in the **Search Help** box, then press ENTER.

► **To check your e-mail using Windows Mail:**

- 1 Connect to your Internet service provider.
- 2 Click  (**Start**), then click **E-Mail**. Your default e-mail program opens.
- 3 Click **Send/Receive**.
- 4 Double-click the message you want to read.



**Tip**

To protect your computer from viruses, check any e-mail attachments using McAfee SecurityCenter. For more information, see ["Protecting your computer from viruses" on page 97](#).

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

# CHAPTER 5

## Sending and Receiving Faxes

- [Using Windows Fax and Scan](#)
- [Faxing a scanned document or from programs](#)
- [Receiving and viewing a fax](#)

## Using Windows Fax and Scan

Windows Fax and Scan comes pre-installed with Windows Vista Business, Enterprise, or Ultimate Editions. If your computer has a built-in fax modem, Windows automatically detects it during the setup process. You can connect your computer to one local fax modem, although you can connect to multiple fax servers or devices on a network. If you are not sure whether your computer has a built-in fax modem, check the hardware information that came with your computer. If you have an external fax modem, follow the manufacturer's instructions for attaching it to your computer. Make sure that the modem is turned on before proceeding. Your fax cover page, on which you can include all required information, is set up when you prepare to send the first fax from this computer.

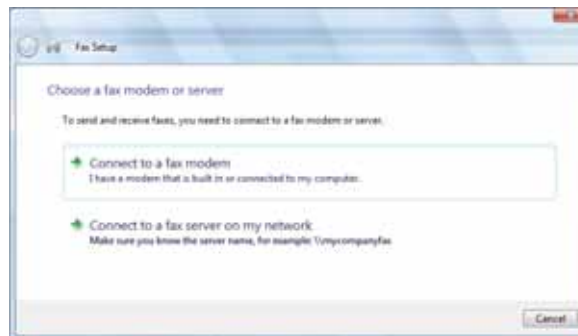
You cannot send or receive a fax using a cable or DSL modem by following these instructions. Many Internet services exist that let you send or receive faxes using a broadband connection. Your dial-up modem cable must be installed before you can send and receive faxes. You cannot use your standard telephone modem to connect to the Internet while sending and receiving faxes.

## Sending a Fax

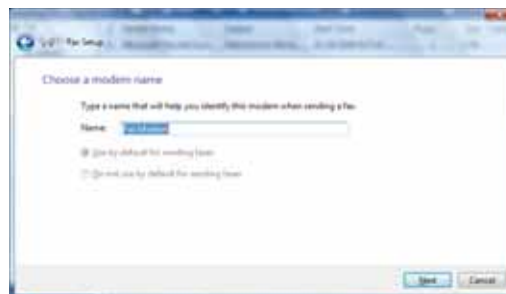
Microsoft Fax lets you send and receive faxes using your dial-up modem.

► **To send a Fax:**

- 1 Click **Start**, **All Programs**, then click **Windows Fax and Scan**. Windows Fax and Scan opens.
- 2 If Windows Fax and Scan is in Scan view, click **Fax** in the lower left corner of the window.
- 3 If you have never sent a fax on this computer before, click **New Fax** on the toolbar. The *Fax Setup* window opens.

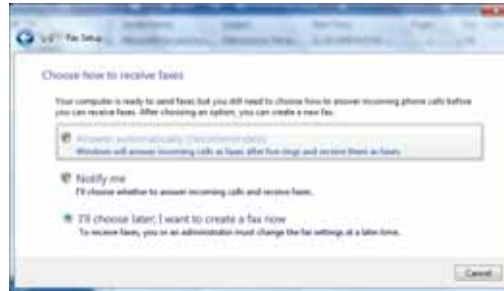


- 4 Click the type of connection you will be using (fax modem or fax server). The *Choose a modem name* screen opens.

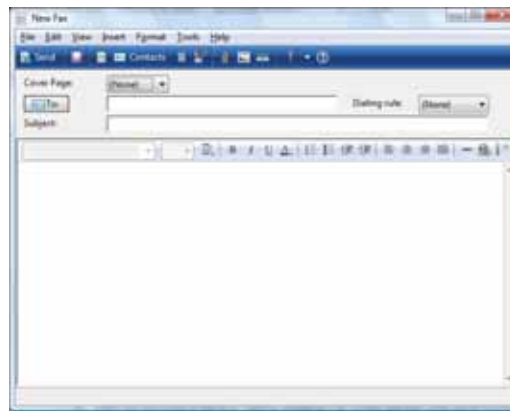




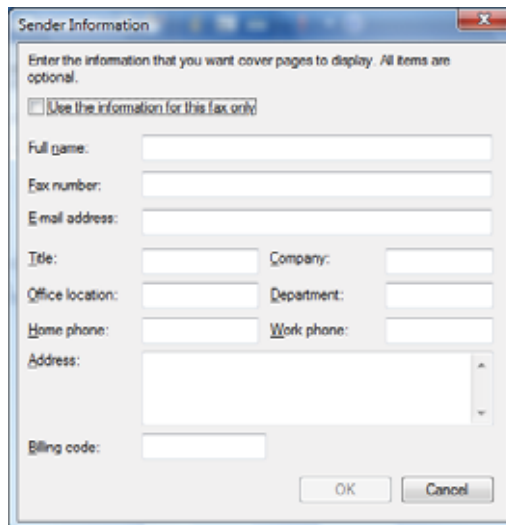
- 5 Type the name of the fax modem in the dialog box, then click **Next**. The *Choose how to receive faxes* screen opens.



- 6 Click how you want to receive faxes, then click **Unblock** when the *The Security Alert* window opens. The *New Fax* window opens.

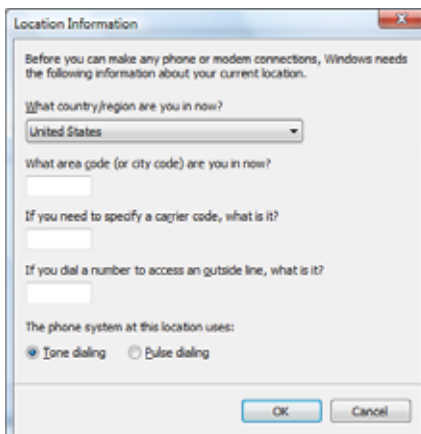


- 7 Create your fax, then open the **Cover Page** menu by clicking the arrow and selecting a cover page from the list. The *Sender Information* dialog box opens.

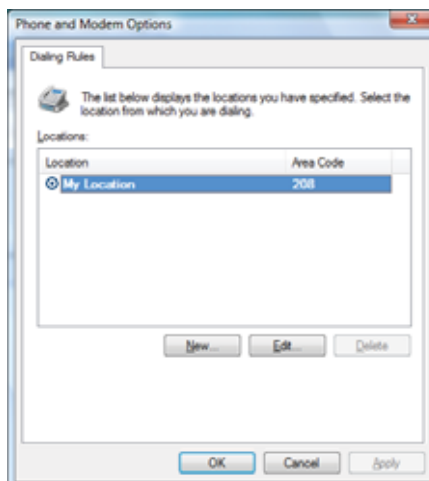


- 8 Type your information in the spaces provided, then click **OK**. The *New Fax* dialog box opens.

- 9 To enter optional dialing rule information, click **Dialing Rule** and select a rule from the menu. If you have not set up a dialing rule, select **New Rule** from the menu. The *Location Information* dialog box opens.



- 10 Type your location information, then click **OK**. The *Dialing Rules* dialog box opens.



- 11 Highlight your location, then click **Edit**. The *Edit Location* dialog box opens.



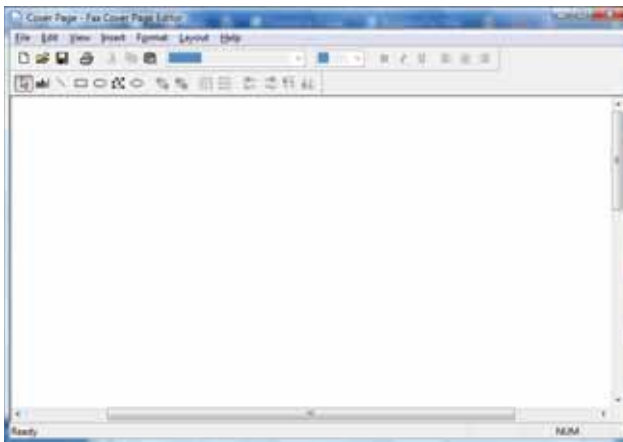
- 12 Complete the location information, then click **OK**. You are returned to the *Dialing Rules* dialog box.
- 13 Click **OK**. The *New Fax* dialog box opens.
- 14 Enter, scan, or attach the fax information you want to send, then click **Send**.

## Setting up your cover page template

You can create your own cover page template that you can use in place of the cover page templates that Microsoft Fax provides for you. To create a cover page template, you use the Fax Cover Page Editor. On this template, you insert information fields that automatically import values you enter in both the Send Fax Wizard and the Fax Configuration Wizard when you send your fax.

► **To set up your fax cover page template:**

- 1 Click **Ⓜ (Start), All Programs**, then click **Windows Fax and Scan**. Windows Fax and Scan opens.
- 2 If Windows Fax and Scan is in Scan view, click **Fax** in the lower left corner of the window.
- 3 Click **Tools, Cover Pages**, then click **New**. The *Fax Cover Page Editor* opens.



- If you want to include fields that are imported from the Send Fax Wizard or the Fax Configuration Wizard (such as To or From), add them to the page by using the **Insert** menu, then move them to the appropriate place on your template. You can also use the Insert menu to include information that is automatically calculated (such as number of pages or date and time sent).
  - If you want to include text that always appears on your cover page (such as a letterhead or address), draw a box using the text box tool, type your text inside of it, then move the box to the appropriate place on your template.
  - If you want to include a logo that appears on your cover page, copy it to the Windows clipboard, then paste it into the Cover Page Editor and move it to the appropriate place on your template.
- 4 To save your cover page template, click **File**, then click **Save**. The *Save As* dialog box opens with your personal cover pages folder already in the **Save in** list.
  - 5 Type the new cover page template name, then click **Save**.
- 

## Faxing a scanned document or from programs


► **To fax a scanned document or directly from most programs:**

- 1 Scan the document using the program for your scanner, or open your document in the program it was created in.
  - 2 Click **File**, then click **Print**. The *Print* dialog box opens.
  - 3 Click the arrow button to open the **Name** list, then click the **Fax** printer.
  - 4 Click **Print**. The Send Fax Wizard opens.
  - 5 Complete the wizard by following the instructions in [“Sending a Fax” on page 40](#), or [“Faxing a scanned document or from programs” on page 43](#).
-

## Canceling a fax

You can cancel a fax that you have set up to send at a time in the future.


► **To cancel a fax that has not been sent:**

- 1 Click  (**Start**), **All Programs**, then click **Windows Fax and Scan**. Windows Fax and Scan opens.
- 2 If Windows Fax and Scan is in Scan view, click **Fax** in the lower left corner of the window.
- 3 Click **Outbox**, then right-click the fax you want to cancel.
- 4 Click **Delete** to cancel the fax.
- 5 Click **Yes**.



## Receiving and viewing a fax

► **To receive and view a fax:**

- 1 Click  (**Start**), **All Programs**, then click **Windows Fax and Scan**. Windows Fax and Scan opens.
- 2 If Windows Fax and Scan is in Scan view, click **Fax** in the lower left corner of the window.
- 3 To view a fax, click **Inbox**, then double-click the fax you want to view. The fax viewer opens, where you can view and print the fax.



# CHAPTER 6

## Using Your Hardware

- Using the diskette drive
- Using the CD or DVD drive
- Using the memory card reader
- Configuring the audio jacks
- Connecting a projector or monitor
- Connecting a television
- Connecting a video camera

## Using the diskette drive

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



Drive activity light

Diskette slot

Eject button

► **To use a diskette:**

- 1 Insert the diskette into the diskette drive with the label facing up or right, depending on your configuration.
- 2 To access a file on the diskette, click **⌘ (Start)**, then click **Computer**. Double-click the drive letter (for example, the A: drive), then double-click the file name.
- 3 To remove the diskette, make sure that the drive activity light is off, then press the diskette eject button.









## Using the CD or DVD drive

You can use your computer to enjoy a wide variety of multimedia features.

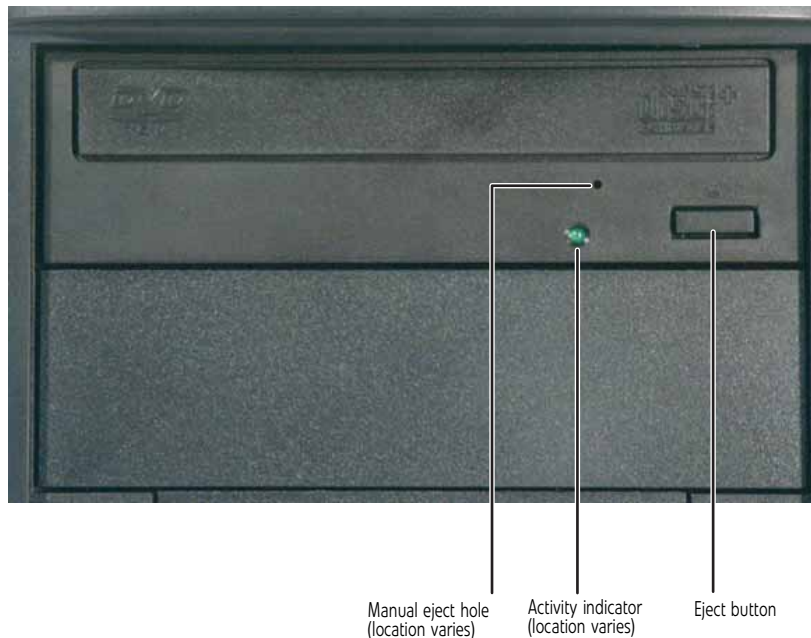
### Identifying drive types

Your Gateway computer may contain one of the following drive types. Look on the front of the drive for one or more of the following logos:

If your drive has this logo...	This is your drive type...	Use your drive for...
	<b>CD drive</b>	Installing programs, playing audio CDs, and accessing data.
	<b>CD-RW drive</b>	Installing programs, playing audio CDs, accessing data, and creating CDs.
	<b>DVD/CD-RW drive</b>	Installing programs, playing audio CDs, accessing data, creating CDs, and playing DVDs.
	<b>DVD drive</b>	Installing programs, playing audio CDs, playing DVDs, and accessing data.

If your drive has this logo...	This is your drive type...	Use your drive for...
 DVD+ReWritable	<b>DVD+RW</b>	Installing programs, playing audio CDs, playing DVDs, accessing data, creating CDs, and recording video and data to DVD+R or DVD+RW discs.
 RW/R	<b>DVD R/RW drive</b>	Installing programs, playing audio CDs, playing DVDs, accessing data, creating CDs, and recording video and data to DVD+R, DVD+RW, DVD-R, and DVD-RW discs.

## Inserting a CD or DVD



### Important

Some music CDs have copy protection software. You may not be able to play these CDs on your computer.

#### ► To insert a CD or DVD:

- 1 Press the eject button on the CD or DVD drive.
- 2 Place the disc in the tray on the spindle so that the label is up or to the right, depending on your configuration.



### Important

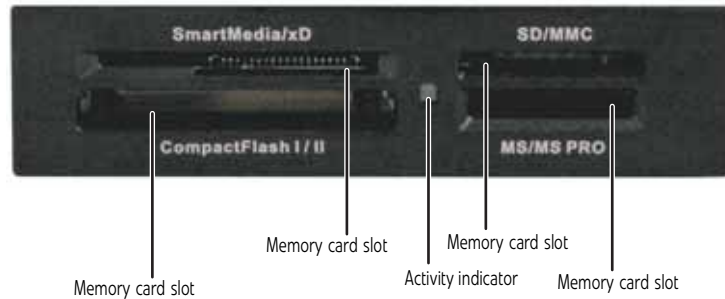
When you place a single-sided disc in the tray, make sure that the label side is up or to the right. If the disc has two playable sides, place the disc so the name of the side you want to play is up or to the right.

- 3 Press the eject button to close the tray.



## Using the memory card reader

You can use the optional memory card reader to transfer pictures from a digital camera to your computer. You can also use the memory card reader to transfer data between your computer and a device that uses memory cards, such as a PDA, MP3 player, or cellular telephone.



### Memory card types

The memory card reader supports the following card types:

Card Type	Slot	Insert
Secure Digital™	top right	Label facing up
MultiMediaCard™	top right	Label facing up
SM (SmartMedia™)	top left	Label facing down (gold contact area facing up)
Memory Stick®	bottom right	Label facing up
Memory Stick PRO™	bottom right	Label facing up
xD (optional)	top left	Label facing up
CompactFlash®	bottom left	Label facing up
IBM Microdrive™	bottom left	Label facing up

Each slot is assigned a different drive letter (for example, the E: and F: drives) so data can be transferred from one memory card type to another.

### Using a memory card



#### Caution

To avoid memory card damage or errors while using a memory card, insert only one memory card in a slot at a time.


#### ► To insert a memory card:

- 1 Insert the memory card into the memory card slot as indicated in the previous table.



#### Caution

Do not remove the memory card or turn off the computer while the memory card reader access indicator is blinking. You could lose data. Also, remove the memory card from the reader before you turn off the computer.

- 2 To access a file on the memory card, click  (**Start**), then click **Computer**. Double-click the drive letter (for example, the E: drive), then double-click the file name.





► **To remove a memory card:**



**Important**


Do not use the remove hardware  icon in the taskbar to remove the memory card.

- Wait for the memory card reader access indicator to stop blinking, then pull the memory card out of the slot.

## Configuring the audio jacks

If the back of your computer has five audio jacks, they are universal jacks (which use a round mini-jack connector). The five jacks can be used for more than one purpose. For example, the blue jack on the computer can be a stereo in jack or a stereo out jack. For more information on how each jack can be used, see [“Back” on page 9](#). To use the universal audio jacks for something other than the default audio device, you need to configure them.

► **To configure the universal audio jacks:**

- 1 Connect your audio device(s) to the computer audio jack(s).
- 2 Click  (**Start**), then click **Control Panel**. The *Control Panel* window opens.
- 3 Click **Hardware and Sounds**, then click **Sound**. The *Sound* dialog box opens.
- 4 Click the **Playback**, then double-click the speakers.

-OR-

If your computer has the Realtek Sound Effect Manager installed, double-click the Sound Effect Manager icon  on the taskbar. The *Realtek* dialog box opens.

- 5 Configure the audio jacks for your speaker setup.

## Connecting a projector or monitor


If your computer's video card supports it (it must have two video connections), you can connect an additional monitor or projector to your computer.



**Important**

The dialog boxes shown in this section are examples only and may not represent the actual screens on your computer.

► **To use a projector or additional monitor:**

- 1 Turn off your computer.
- 2 Plug the projector or monitor cable into the secondary VGA port  on your computer.

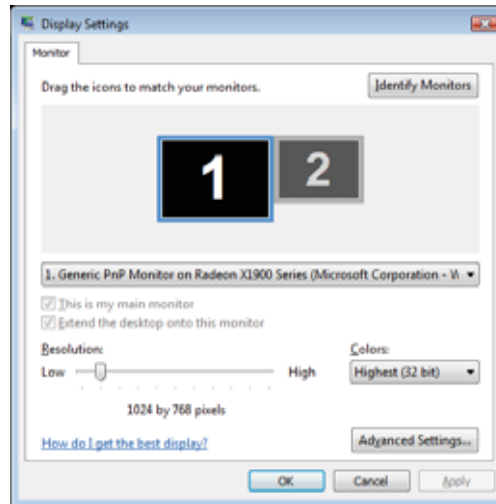


**Tip**

For the location of the VGA port on your computer, see [“Back” on page 9](#) or the setup poster.

- 3 Turn on your computer.
- 4 Plug the projector or monitor power cord into an AC power outlet, then turn it on. Windows recognizes the new hardware and searches for its driver. You may need to install the driver from the disc supplied by the manufacturer or download the driver from the manufacturer's Web site.
- 5 After the driver is installed, right-click any empty space on the desktop, then click **Personalize**. The *Personalization* menu opens.

- 6 Click **Display Settings**. The *Display Settings* window opens.



- 7 Right-click the second monitor icon (labeled 2), then click **Attached**.
- 8 Click **Apply**.
- 9 Adjust properties such as **Resolution** or **Colors** if necessary.
- 10 Click **OK**.
- 

## Connecting a television

The Video out or S-Video out jack on your computer lets you view your display on a television screen using a standard RCA or S-Video cable.



### Important

The TV out feature is available only on computers that have a Video out or S-Video out jack.



### Important

The dialog boxes shown in this section are examples only and may not represent the actual screens on your computer.



### Important

To turn on external video by default, connect the television (or other external video device) before starting your computer.



### Important

*Audio is not transmitted through the Video out or S-Video out jacks. Use a set of headphones or external powered speakers to hear sound while playing a DVD. DVD playback to a VCR will be scrambled by copyright protection software.*

### ► To view your computer display on a television:

- 1 With your computer off, connect one end of an appropriate video cable to the Video out or S-Video out jack on your computer.



### Tip

For the location of the video jacks on your computer, see [“Back” on page 9](#) or the setup poster.

- 2 Connect the other end of the cable to the Video in jack on your television or VCR.
- 3 Turn on the television or VCR.
- 4 Start your computer. You should see Windows on your television
-

## Modifying television settings

- ▶ **To modify television settings:**
  - 1 Right-click any empty space on the desktop, then click **Personalize**. The *Personalization* menu opens.
  - 2 Click **Display Settings**. The *Display Settings* window opens.
  - 3 Open the menu in the center of the window and click on the television.
  - 4 Modify the settings as necessary, then click **OK**.
    -

## Connecting a video camera

If your home video camera supports it, it can be connected to your computer so that you can download video from the camera as data files. You can also create video from a Web cam attached to your computer. For instructions on how to create video, see your camera's user guide.



# CHAPTER 7

## Using Your Software

- Playing music and movies
- Creating audio files and music libraries
- Creating music CDs and video DVDs
- Creating and copying data discs
- Using Windows Media Center

# Playing music and movies

## Playing audio and video files

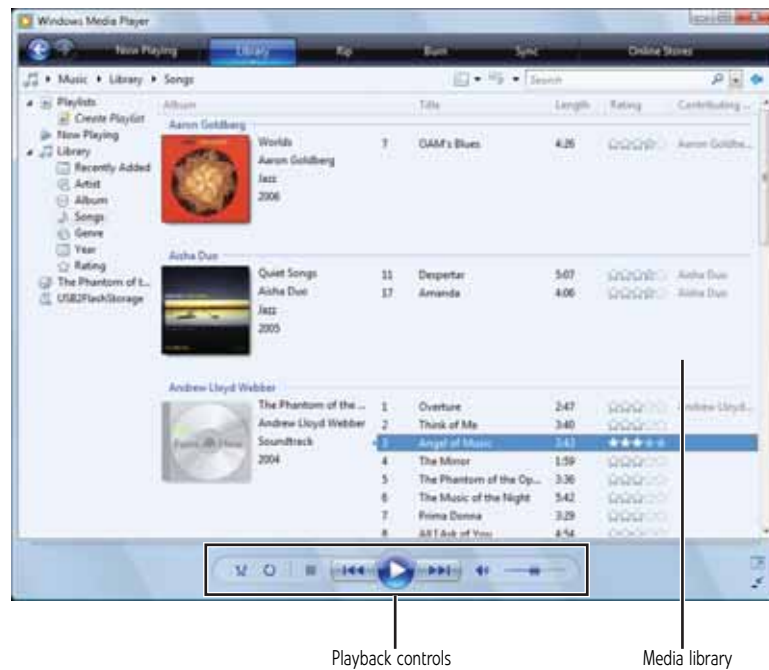
Windows Media Player can play several types of audio and video files, including WAV, MIDI, MP3, AU, AVI, and MPEG formats.

► **To play a file using Windows Media Player:**

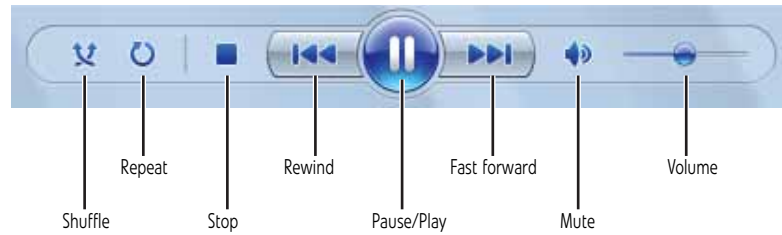
➔ **Shortcut**

Start ⇒ Computer ⇒ find the file ⇒ double-click the file

- 1 Click **(Start)**, **All Programs**, then click **Windows Media Player**. Windows Media Player opens.
- 2 Click **Library**, then double-click the media file you want to play.



### 3 Click one of the following to control playback:



- **Shuffle** randomizes the playback order of the files in the playlist.
- **Repeat** starts playing the list over again after it reaches the end.
- **Stop** stops playback and rewinds the current file to the beginning.
- **Rewind** quickly rewinds the current file (when you click and hold it) or skips to the previous file in the playlist (when you click it).
- **Pause/Play** alternately pauses and resumes playback.
- **Fast forward** quickly fast forwards the current file (when you click and hold it) or skips to the next file in the playlist (when you click it).
- **Volume** adjusts the volume.



## Playing optical discs

*Optical discs* are flat discs that use a laser to read and write data. CDs, DVDs, HD-DVDs, and Blu-ray Discs are all optical discs.



### Important

Some music CDs have copy protection software. You may not be able to play these CDs on your computer.

To watch a DVD you must have a DVD-compatible drive in your computer. If you do not have a DVD-compatible drive and would like to add an internal or external drive, visit the Accessory Store at [www.gateway.com](http://www.gateway.com).



### Help

For more information about playing optical discs, click **Start**, then click **Help and Support**. Type **playing discs** in the **Search Help** box, then press ENTER.

## Playing an optical disc using Windows Media Player

Use Windows Media Player to listen to CDs or watch movies on DVDs, HD-DVDs, or Blu-ray Discs.

### ► To play an optical disc:

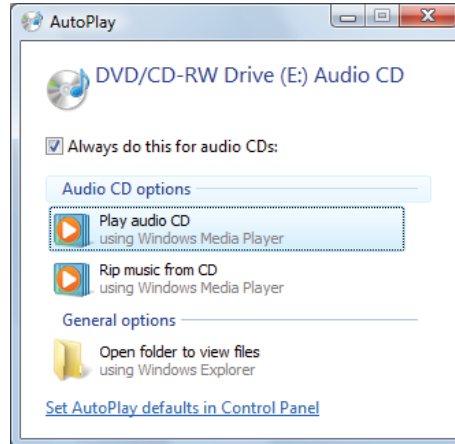


#### Shortcut

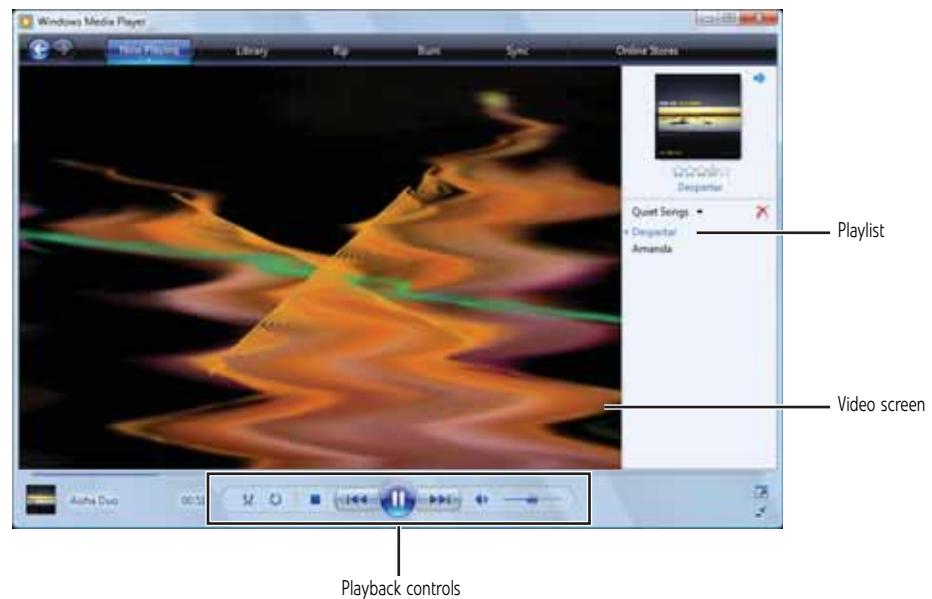
Insert disc ⇒ Windows Media Player automatically plays

- 1 Make sure that the speakers are turned on or headphones are plugged in and that the volume is turned up.
- 2 Insert an optical disc into the optical disc drive.

- 3 If a dialog box opens and asks you what you want the computer to do with the disc, click **Play**. Windows Media Player opens and begins playing the disc.



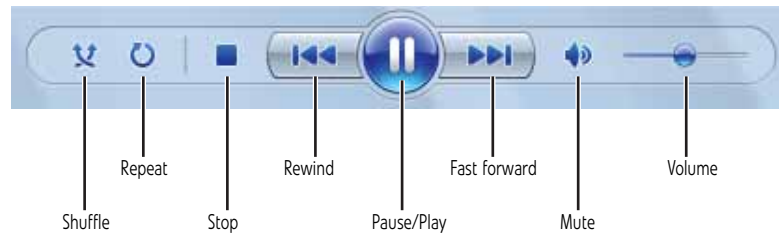
If Windows Media Player does not open automatically, click **⊞ (Start), All Programs**, then click **Windows Media Player**. Windows Media Player opens.



- 4 If the disc is not already playing, click **▶ (play)**.



5 Click one of the following to control playback:



- **Shuffle** randomizes the playback order of the files in the playlist.
- **Repeat** starts playing the list over again after it reaches the end.
- **Stop** stops playback and rewinds the current file to the beginning.
- **Rewind** quickly rewinds the current file (when you click and hold it) or skips to the previous file in the playlist (when you click it).
- **Pause/Play** alternately pauses and resumes playback.
- **Fast forward** quickly fast forwards the current file (when you click and hold it) or skips to the next file in the playlist (when you click it).
- **Volume** adjusts the volume.

## Creating audio files and music libraries

### Creating music files



#### Help

For more information about making or playing an audio recording, click **Start**, then click **Help and Support**. Type **recording audio** or **ripping** in the **Search Help** box, then press ENTER.

You can create several types of audio files for your listening enjoyment, including WAV, MP3, and WMA files.

### Recording audio files

Sound recorder is a simple Windows program that lets you record and play audio files. For information about playing audio files, see ["Playing audio and video files" on page 54](#).

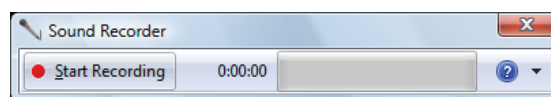
#### ► To record an audio file:



#### Shortcut

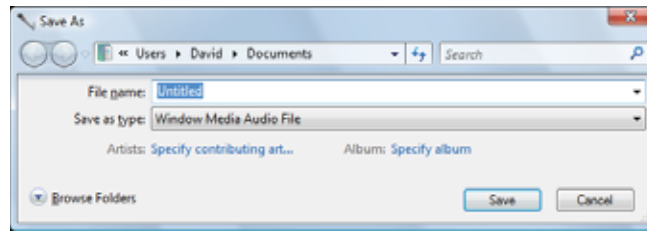
Start ⇒ All Programs ⇒ Accessories ⇒ Sound Recorder

- 1 Plug a microphone into one of the microphone jacks on your computer. For the location of the microphone jacks, see ["Back" on page 7](#).
- 2 Click **⊞ (Start)**, **All Programs**, **Accessories**, then click **Sound Recorder**. The Sound Recorder opens.



- 3 Click **● Start Recording**, then speak or make other sounds into the microphone.

- 4 When you finish recording, click **Stop Recording**. The *Save As* dialog box opens.



- 5 Type a name for the recording, specify the file type and location where you want to save the recording, then click **Save**. The recording is saved.

## Creating WMA music files



### Important

Some music CDs have copy protection software. You cannot copy tracks from copy-protected CDs.

Using Windows Media Player, you can copy the tracks from a music CD to your computer's hard drive as WMA files. *WMA* are methods for digitally compressing high-fidelity music into compact files without noticeably sacrificing quality. WMA files end in the file extension *WMA*.

#### ► To create WMA files:

- 1 Click **(Start)**, **All Programs**, then click **Windows Media Player**. Windows Media Player opens.
- 2 Insert a music CD into your optical disc drive.
- 3 Click the **Rip** tab. The *Rip* screen opens.
- 4 Click to clear the check box for any track you do not want to record, then click **Start Rip**. Windows Media Player records the tracks to your hard drive as WMA files. A progress bar appears next to each track as it is recorded.



### Tip

For more information about ripping music from CDs, click the **Rip** tab, then click **Help with Ripping**.

## Building a music library

Use Windows Media Player to build a music library. You can organize your music *tracks* (individual MP3 or WMA audio files) by categories, find a track quickly by sorting, and add information to a music file.

You can add music tracks to your music library by:

- **Creating MP3 or WMA files**—When you create MP3 or WMA files from the tracks on your music CD, Windows Media Player automatically adds these files to your music library.
- **Dragging and Dropping**—Drag and drop files from Windows Explorer or your desktop to the music library.



### Caution

During the download process, WMA and MP3 files may become corrupt. If you are having trouble playing a downloaded file, try downloading the file again.

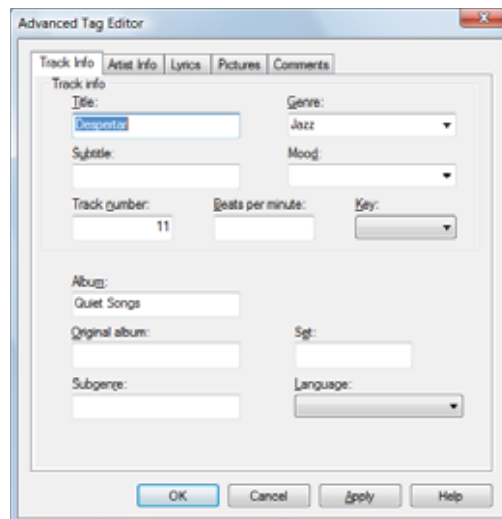
- **Downloading files from the Internet**—When you are connected to the Internet, WMA and MP3 files that you download are automatically added to your music library.

## Editing track information

After you add a WMA or MP3 file to your music library, you can edit the track's *tags* (informational fields).

### ► To edit track information:

- 1 Click **Ⓜ (Start), All Programs**, then click **Windows Media Player**. Windows Media Player opens.
- 2 Click the **Library** tab.
- 3 Right-click the track or album you want to edit, then click **Advanced Tag Editor**. The *Advanced Tag Editor* dialog box opens.



- 4 Enter track information such as **Title, Artist, Album, and Genre**, then click **OK**. The new track information appears in the Windows Media Player library.

# Creating music CDs and video DVDs

## Creating a music CD



### Important

We recommend that you do not use your computer for other tasks while creating CDs or DVDs.

If you record copyrighted material on a CD or DVD, you need permission from the copyright owner. Otherwise, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, contact your legal advisor.

## Creating a music CD using Windows Media Player

### ► To create a music CD using Windows Media Player:

- 1 Click **⊞ (Start)**, **All Programs**, then click **Windows Media Player**. Windows Media Player opens.
- 2 Insert a blank, writable CD into your recordable disc drive.
- 3 Click the **Burn** tab, then click and drag songs that you want to burn to CD from the **Library** to the **Burn List**.



Library

Burn List

- 4 Click **Start Burn**. The music is recorded onto the blank CD.

## Creating a video DVD

### Creating a video DVD using Windows DVD Maker


If your computer has Windows Vista Home Premium or Windows Vista Ultimate Edition, you can create video DVDs using Windows DVD Maker.

► **To create a video DVD using Windows DVD Maker:**

#### **Important**

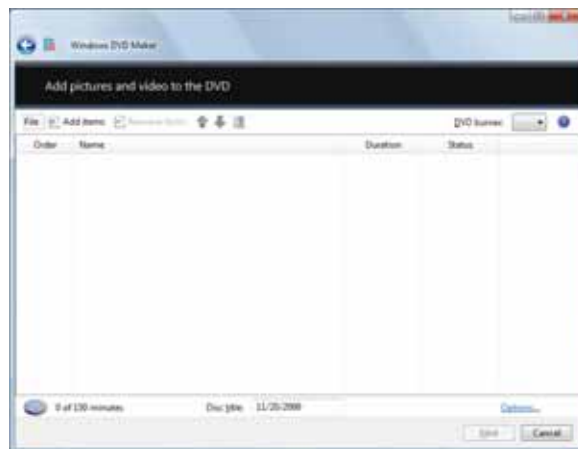
We recommend that you do not use your computer for other tasks while creating CDs or DVDs.

If you record copyrighted material on a CD or DVD, you need permission from the copyright owner. Otherwise, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, contact your legal advisor.

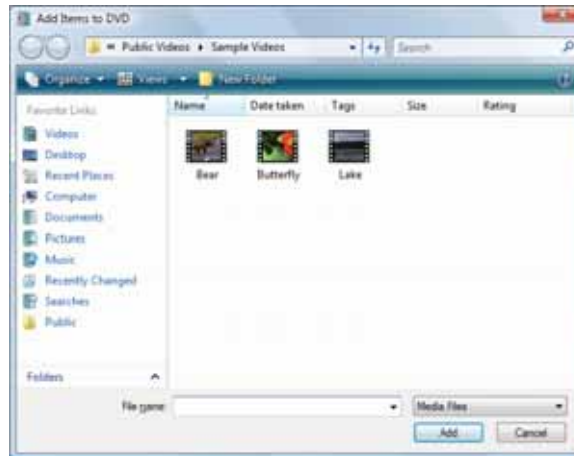
- 1 Insert a blank, writeable DVD into your recordable optical disc drive.
- 2 Click  (**Start**), **All Programs**, then click **Windows DVD Maker**. The Windows DVD Maker introduction window opens.



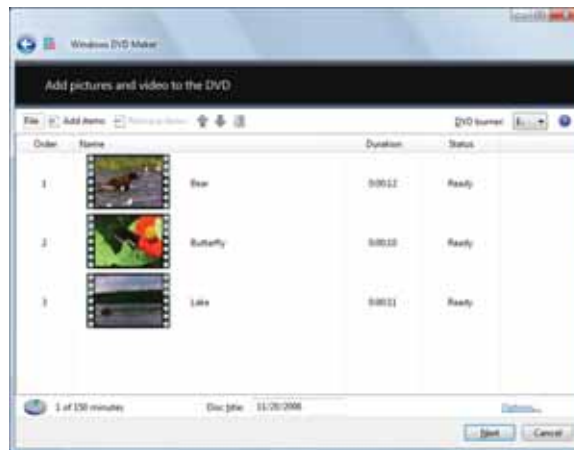
- 3 Click **Choose Photos and Videos**. The main screen opens.



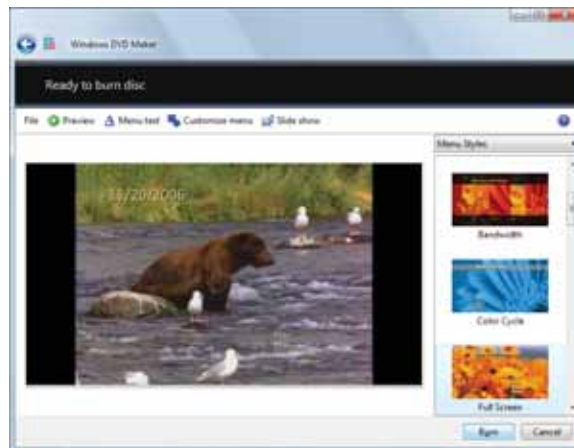
- Click **Add items**. The *Add Items to DVD* dialog box opens.



- Find and select the videos you want to add to the video DVD, then click **Add**. The videos are added to the video list, and a graphic in the lower left corner of the window shows you how much disc capacity will be used.



- Click **Next**. The *Ready to burn disc* dialog box opens.



- 7 Click any of the following options to customize your video disc:
  - **Preview** shows how your DVD's opening menu will look using the current settings.
  - **Menu text** changes the disc title, font, and button names.
  - **Customize menu** changes the menu fonts, background and foreground videos, audio track, and button styles.
  - **Slide show** creates a slide show from photo files.
- 8 Click **Burn**. Your DVD is recorded.
  -

## Creating and copying data discs

You can burn two types of data discs:

- **Live File System** writes files immediately to the recordable disc, making it a one-step process like copying files to a flash drive. Windows XP and later versions of Windows support this feature.
- **Mastered** copies files to a temporary folder before you tell the computer to burn the files to the disc. Although this is a slower process than Live File System, the resulting disc is compatible with all operating systems.

The instructions below show you how to burn a disc using the Mastered format, which can be read by all personal computers, regardless of the operating system installed.



### Help

For information about burning a disc using the Live File System format, click **Start**, then click **Help and Support**. Type **live file system** in the **Search Help** box, then press ENTER.

## Creating a data disc

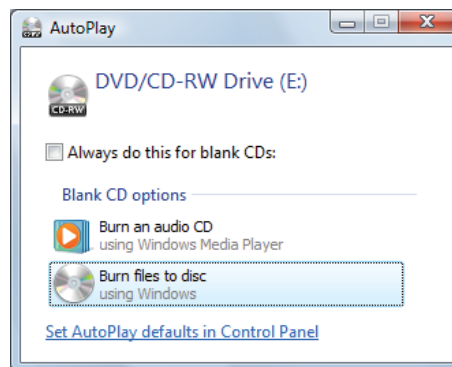
- **To create a data disc:**



### Important

Some CDs have copy protection software. You cannot create MP3 files from these CDs and you may not be able to listen to these CDs on your computer.

- 1 Insert a blank, writable optical disc into your optical disc drive. The *Autoplay* dialog box opens.



- 2 Click **Burn files to disc**. The *Prepare this blank disc* dialog box opens.
- 3 Type the title of the disc, then click **Show formatting options**.
- 4 Click **Mastered**, then click **Next**. An empty folder opens.
- 5 Open the folder that contains the files you want to burn to disc, then click and drag the files to the empty disc folder.
- 6 Click **Burn to disc**. The files are burned to the disc.
  -


# Using Windows Media Center

If your computer has Windows Vista Home Premium or Windows Vista Ultimate Edition, you can use Windows Media Center to watch TV, videos, and movies, listen to music, and view photos. Media Center is a simplified, streamlined interface that is ideally suited for playing and managing media files.

Because the remote control is an optional accessory, most instructions in this section assume you are using a mouse to navigate the Media Center menus.

## Starting Windows Media Center

► **To start Windows Media Center:**

1 Click  (**Start**), **All Programs**, then click **Windows Media Center**.

- OR -

Press the **Start**  button on the remote control.

The first time you start Windows Media Center, the *Welcome* screen opens.



2 For the easiest setup, click **Express setup**, then click **OK**. The Windows Media Center's main screen opens.

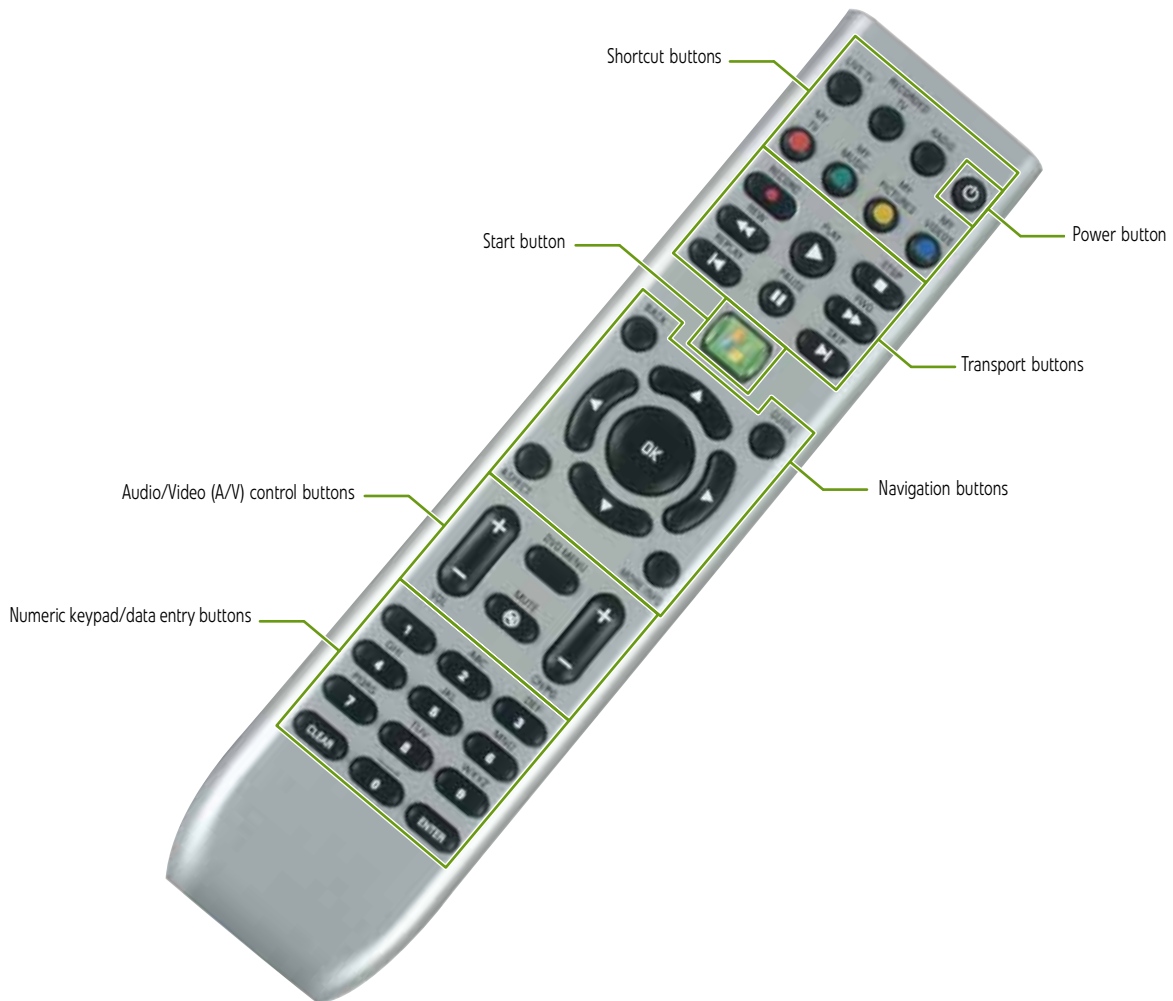




- 3 Use the remote control navigation buttons to select a Media Center menu option, then press **OK**.
  - **TV + Movies** lets you play TV programs you have recorded, play a DVD or Blu-ray movie, or set up your TV tuner card (if installed).
  - **Online Media** lets you play online games.
  - **Tasks** lets you set up your display and media types, shut down or restart your computer, burn an optical disc (CD or DVD), and synchronize with another digital media device (such as an MP3 player).
  - **Pictures + Videos** lets you view individual pictures, pictures in a slideshow, or select movies from your video library.
  - **Music** lets you select songs from your music library, set up and use your FM radio tuner card (if installed), and play music playlists.
- 4 To exit Windows Media Center, click the **X** in the upper-right corner of the screen.
  -

## Using the Media Center remote control

You can use the optional remote control to play all of your media files from across the room. (The remote control included with your computer may look different from that shown below.)



<b>Button(s)</b>	<b>Functions</b>
Shortcut buttons	Give you direct access to Media Center features.
Start button	Opens the Media Center's main menu.
Audio/Video (A/V) control buttons	Lets you control volume levels, volume mute, channel selections, and the movie menu.
Numeric keypad/data entry button	Lets you enter numbers and characters from the remote control.
Power button	Puts the Media Center computer in Sleep mode (reduced power).
Transport buttons	Let you control the playback of media files and optical discs.
Navigation buttons	Let you move the cursor around the Guide and menus, make selections, navigate back to the previous screen, change the screen display aspect ratio, and get more information. Press the <b>OK</b> button to make a selection.

# CHAPTER 8

## Customizing Windows

- Changing screen settings
- Changing system sounds
- Changing mouse settings
- Adding and modifying user accounts
- Changing power-saving settings
- Changing accessibility settings

# Changing screen settings



## Tip

If you are using a monitor, you can adjust the screen settings for brightness, contrast, and horizontal and vertical image position using the controls on the front or side of your monitor. For more information about these adjustments, see your monitor's user guide.

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

## Changing color depth and screen resolution

Color depth and screen resolution are two of the most basic monitor settings you may need to change to suit your needs.

*Color depth* is the number of colors your computer uses to display images on your monitor. Most images look best displayed with the maximum number of colors available. 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 the highest color setting, if necessary.

*Screen resolution* is the number of pixels (individual colored dots) your computer uses to display images on your monitor. The higher the resolution, the more information and screen components (such as icons and menu bars) can be displayed on the monitor.



## Help

For more information about adjusting the screen, click **Start**, then click **Help and Support**. Type **adjusting monitor settings** in the **Search Help** box, then press ENTER.

### ► To change the color depth or screen resolution:

- 1 Click **Ⓜ (Start)**, **Control Panel**, then under **Appearance and Personalization**, click **Adjust Screen Resolution**. The *Display Settings* dialog box opens.



- 2 To change the color depth, click the **Colors** list, then click the color depth you want.
  - **Low (8-bit)** = 256 colors
  - **Medium (16-bit)** = 65,500 colors
  - **Highest (32-bit)** = 16,700,000 colors
- 3 To change the screen resolution, drag the **Resolution** slider to the size you prefer.
- 4 Click **Apply**. If the new settings do not look right, click **No**. If the new settings make the screen illegible and you cannot click **No**, the settings return to their previous values after several seconds.
- 5 Click **OK**, then click **Yes** to save your changes.
  -

## Changing the appearance of windows and backgrounds

You can change the appearance of Windows desktop items, such as the colors of windows and dialog boxes and the color and design of the desktop background.

► **To change Window colors and effects:**

- 1 Click **(Start)**, **Control Panel**, then under **Appearance and Personalization**, click **Customize colors**. The *Window Color and Appearance* dialog box opens.



- 2 Click one of the color choices and adjust the **Color intensity** slider, then click **OK**. Your new color settings are applied.
- 3 For even more color adjustment options, such as color schemes, shading effects, and screen fonts, click **(Start)**, **Control Panel**, then under **Appearance and Personalization**, click **Change the color scheme**. Change the setting you want, then click **OK**.



► **To change the Windows desktop background:**

- 1 Click **(Start)**, **Control Panel**, then under **Appearance and Personalization**, click **Change desktop background**. The *Choose a desktop background* dialog box opens.



- 2 Click the **Picture Location** list, then click the location where you want to look for background images. If the location you want is not in the list, click **Browse** and locate the drive and folder.
- 3 Click the picture or color you want to use for the background, then click **OK**.

## Selecting a screen saver



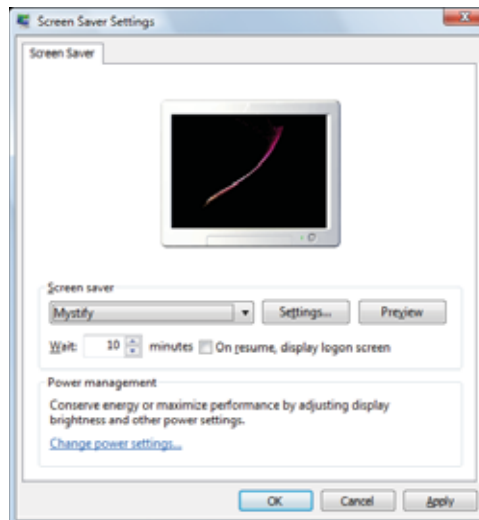
### Caution

If you are using a monitor (not a flat-panel display), 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 which constantly changes its image to avoid this damage. Flat panel displays cannot be damaged with image burn-in.

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

#### ► To select a screen saver:

- 1 Click **⊞ (Start), Control Panel, Appearance and Personalization**, then click **Change screen saver**. The *Screen Saver Settings* dialog box opens.



- 2 Click the **Screen saver** list, then click the screen saver you want to use. An example of the screen saver plays on the preview screen.
  - To change the settings for the screen saver, click **Settings**, change the settings, then click **OK**.
  - To see a full-screen preview of the screen saver, click **Preview**.
  - To change the length of computer inactivity time that passes before the screen saver starts, change the number of minutes in the **Wait** box.
- 3 Click **OK**. Your screen saver changes are applied.



### Help

For more information about selecting a screen saver, click **Start**, then click **Help and Support**. Type **screen savers** in the **Search Help** box, then press ENTER.

## Changing gadgets

Gadgets are constantly running mini-programs that are visible on your Windows desktop. They can be moved, removed, resized, and configured according to your preference. Although you can position them anywhere on your desktop, gadgets are usually visible on the right edge of your screen in the *Sidebar*.

Gadgets can include:

- Clocks and timers
- News feeds, weather forecasts, and stock tickers
- Slide shows and puzzles
- Calendars and contact lists
- Sticky notes

### ► To add a gadget:

- 1 Click the **+** at the top of the Sidebar, or right-click in an empty area of the Sidebar and click **Add Gadgets**. The gadget selection window opens.



- 2 Click the gadget you want, then drag it to the Sidebar.



#### Tip

To shop online for more gadgets, click **Get more gadgets online**.  
To delete a gadget, right-click the gadget, then click **Close Gadget**.

### ► To configure a gadget:

- 1 In the Sidebar, right-click the gadget, then click **Options**. The gadget's configuration window opens.



- 2 Make the changes you want, then click **OK**. Your changes are saved.

## Using a gadget's control panel

Some gadgets have built-in control panels that you can use to control their behavior.

### ► To use a gadget's control panel:

- 1 In the Sidebar, hold the mouse pointer over the gadget. The gadget's built-in control panel appears on the gadget. (Slideshow gadget shown)



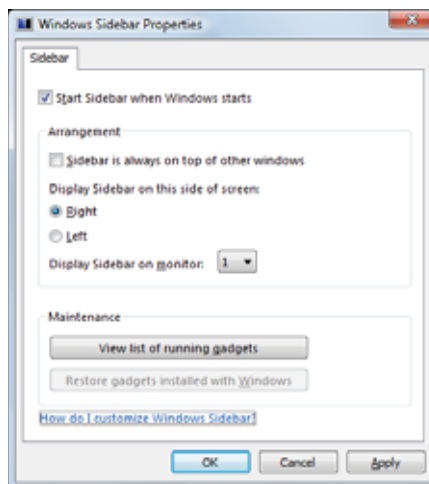
- 2 Click the control you want to operate.

## Configuring the gadget Sidebar

You can change the appearance and behavior of the Sidebar.

### ► To change Sidebar properties:

- 1 Right-click in an empty area of the Sidebar, then click **Properties**. The *Windows Sidebar Properties* dialog box opens.



You can change:

- Whether the Sidebar starts each time Windows starts
- Whether the Sidebar is always on top of other windows (always visible)
- The side of the screen the sidebar appears on
- The monitor that the sidebar appears on (if you have multiple monitors)



## Setting up multiple monitors


### ✓ Important

The dialog boxes shown in this section are for demonstrative purposes only and may not represent the screens on your computer.

If your computer's video card supports additional monitors (it must have two video connections), you can connect an additional monitor or projector to your computer.

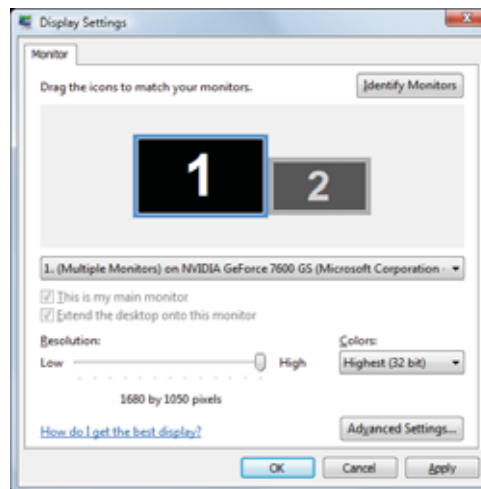
You can use the second monitor or projector as a duplicate of the primary display, or as an extension to roughly double the size of your Windows desktop. Use the additional desktop space to accommodate additional windows.

#### ► To use a projector or additional monitor:

- 1 Turn off your computer.
- 2 Plug the projector or monitor cable into the secondary monitor port on your computer. For the location of the monitor port on your computer, see the setup poster or your *Reference Guide*.
- 3 Plug the projector's or monitor's power cord into an AC power outlet, then turn it on.
- 4 Turn on your computer. Windows recognizes the new hardware and searches for its driver. You may need to install the driver from the disc supplied by the manufacturer or download the driver from the manufacturer's Web site.
- 5 After the driver is installed, click  (**Start**), **Control Panel, Appearance and Personalization, Personalization**, then click **Display Settings**. The *Display Settings* dialog box opens.

### ➔ Shortcut

Right-click an empty space on the desktop, click **Personalize**, then click **Display Settings**.



- 6 Right-click the second monitor icon (labeled 2), click **Attached**, then click **Apply**.
- 7 Adjust properties such as **Screen Resolution** or **Color Quality** if necessary.

### ✎ Tip

To help identify your multiple monitors in the *Display Settings* dialog box, click **Identify Monitors**. A large number appears on the screen of each monitor.

- 8 To use the second monitor or projector as a "mirror" (duplicate) of the primary monitor (both monitors have the same content), click to deselect the check box for **Extend my Windows desktop onto this monitor**.
- 9 To use the second monitor or projector as an extension of your desktop (increasing the size of your Windows desktop), click to select the check box for **Extend my Windows desktop onto this monitor**. You can click and drag the "2" monitor icon to position it the same way the physical monitor is arranged on your desk.

- 10 Click **OK**.



## Changing system sounds

You can change the sounds that play for system events, such as Windows startup and shut down, logging on and logging off, window maximizing and minimizing, and error messages.

► **To change system sounds:**

- 1 Click **⊞ (Start), Control Panel, Hardware and Sound**, then under **Sound**, click **Change system sounds**. The *Sound* dialog box opens.



- 2 Click the **Sound Scheme** list, then click the sound scheme you want.

- OR -

Click an event in the **Program** list, then click the **Sounds** list and click the sound file you want associated with the event. If you do not see the sound file in the Sounds list, click **Browse** and find the file in the appropriate folder.

- 3 To test a sound you have selected, click **Test**.
- 4 Click **OK** to save your changes.



# Changing mouse settings

## Help

For more information about mouse settings, click **Start**, then click **Help and Support**. Type **mouse settings** in the **Search Help** box, then press **ENTER**.

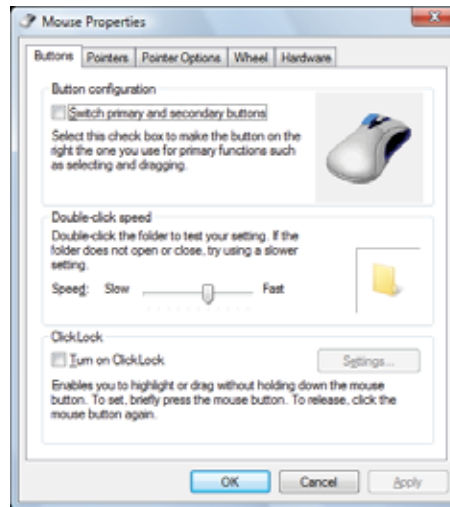
You can adjust the double-click speed, pointer speed, left-hand or right-hand configuration, and other mouse settings.

### ► To change your mouse settings:

#### Shortcut

Start ⇒ Control Panel ⇒ Printers and Other Hardware ⇒ Mouse

- 1 Click  (**Start**), **Control Panel**, then under **Hardware and Sound**, click **Mouse**. The *Mouse Properties* dialog box opens.



- 2 Change the settings you want. You can:
  - Switch the left and right buttons
  - Change the double-click speed
  - Change the pointer appearance and speed
  - Change the mouse wheel actions
- 3 Click **OK** to save your changes.  
■

# Adding and modifying user accounts

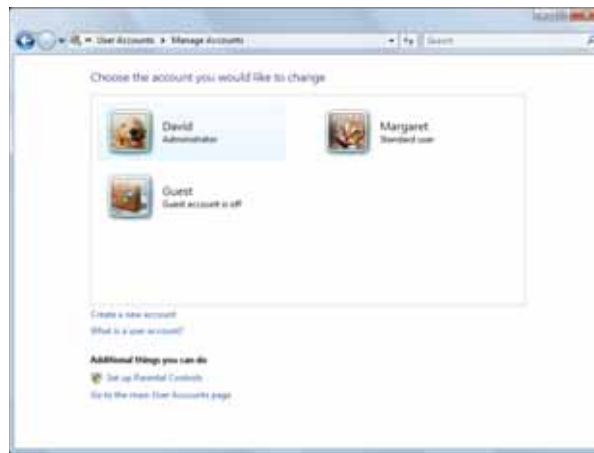
You can create and customize a user account for each person who uses your computer. You can also change between user accounts without turning off your computer.

## User account tips

- If you want to create an account for someone, but you do not want that user to have full access to your computer, be sure to make that account *limited*. Remember that limited accounts may not be able to install some older programs.
- Files created in one account are not accessible from other accounts unless the files are stored in the *Shared Documents* folder. The Shared Documents folder is accessible from all accounts on that computer and from other computers on the network.

### ► To add, delete, or modify user accounts:

- 1 Click **Ⓜ (Start)**, **Control Panel**, then under **User Accounts and Family Safety**, click **Add or remove user accounts**.



- To create a new account, click **Create a new account**, then follow the on-screen instructions to finish the setup.
- To change an account, click the account name, then click the option you want to change.
- To delete an account, click the account name, then click **Delete the account** and confirm the deletion of related files. The account is deleted. (You cannot delete the administrator account.)

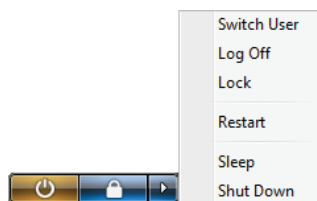
### **?** Help

For more information about user accounts, click **Start**, then click **Help and Support**. Type **user accounts** in the **Search Help** box, then press ENTER.



### ► To switch between user accounts:

- 1 Save any open documents that are being worked on in your current account.
- 2 Click **Ⓜ (Start)**, click the arrow next to the lock icon, then click **Switch User** or **Log Off**.



- **Switch User** opens the account selection screen but does not log off the current user, and any programs that were running for the previous user continue to run.
- **Log Off** logs off the current user, then opens the account selection screen.

**Caution**

If you click **Log Off**, any programs that were running may be closed, and unsaved document changes may be lost.

- 3 Click the user account that you want to use.
  -

## Changing power-saving settings

### Changing the power scheme

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

#### ? Help

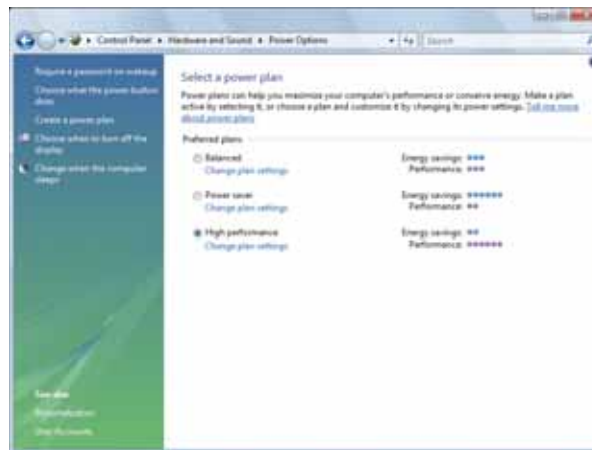
For more information about power schemes, click **Start**, then click **Help and Support**. Type **power scheme** or **power management** in the **Search Help** box, then press ENTER.

#### ► To change the power scheme:

**Shortcut**

Start ⇒ Control Panel ⇒ Hardware and Sound ⇒ Power Options

- 1 Click **⊞ (Start)**, **Control Panel**, **Hardware and Sound**, then under **Power Options**, click **Change power-saving settings**. The *Select a power plan* dialog box opens.



- 2 Click a power plan (default plans shown):
  - **Balanced** uses several energy-saving features while maintaining reasonable performance and convenience.
  - **Power saver** maximizes energy savings but reduces performance and convenience.
  - **High performance** maximizes performance but reduces energy savings.
- 3 To change a power plan, click **Change plan settings**, change the settings you want, then click **Save changes**.

- 4 To change advanced power settings, click **Change plan settings, Change advanced power settings**.



- 5 Change the settings you want, then click **OK**.

You can change:

- Power-down times for your hard drive, wireless network adapter, USB devices, and processor
- Power management settings for your display, processor, and expansion cards
- Behavior of your computer's power button

The *Edit Plan Settings* dialog box opens.

- 6 Click **Save changes**.

- 7 To create a new power plan, on the left side of the window click **Create a power plan**, then follow the on-screen instructions.



■

# Changing accessibility settings

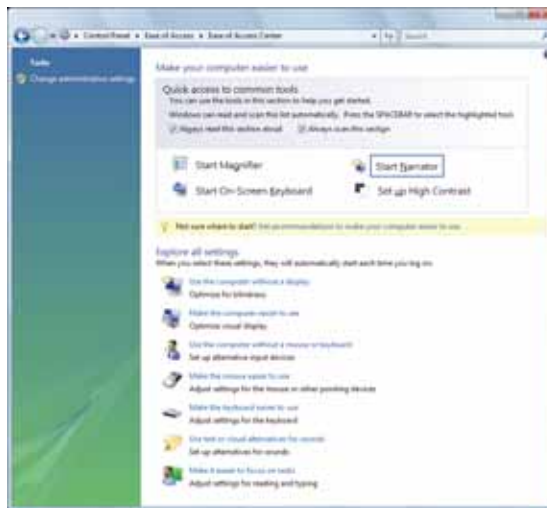
Your computer can be a powerful tool, but it may be less useful to you if items on the screen are difficult to see, or if the mouse is difficult to control. Windows has several tools that help you use it more easily.

## Using the Ease of Access Center

Use the Ease of Access Center to change several system display settings.

► **To use the Ease of Access Center:**

- 1 Click  (**Start**), **Control Panel**, **Ease of Access**, then click **Ease of Access Center**. The Ease of Access Center opens.



- 2 In the **Quick access to common tools** section, click one of the following options to make some of the most common accessibility changes to Windows:
  - **Start Magnifier** provides a close-up view of the area near your mouse pointer.
  - **Start On-Screen Keyboard** displays a keyboard on the screen. You can press keys on the on-screen keyboard by clicking them with your mouse.
  - **Start Narrator** reads on-screen text and describes graphics.
  - **Set up High Contrast** changes the Windows color scheme to use high-contrast colors.

You can also use the Ease of Access Center to:

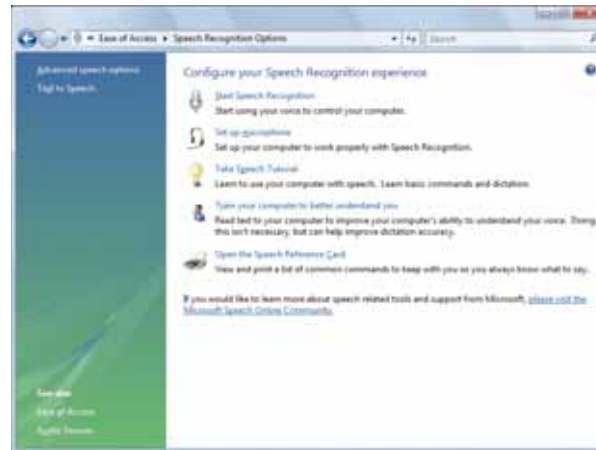
- Use the computer without a display, mouse, or keyboard
- Make the computer display easier to see
- Make the mouse and keyboard easier to use
- Use text or visual alternatives for sounds

## Using voice recognition

You can attach a microphone to your computer and configure Windows to create typed text from your voice.

► **To set up voice recognition:**

- 1 Click **(Start), Control Panel, Ease of Access**, then click **Speech Recognition Options**. The *Speech Recognition Options* window opens.



- 2 Click one of the following settings to start setting up speech recognition:
  - **Start Speech Recognition** turns speech recognition on. With an attached microphone, you can then control your computer using voice commands.
  - **Set up microphone** configures your attached microphone to work correctly with speech recognition.
  - **Take Speech Tutorial** helps you learn how to use speech recognition.
  - **Train your computer to better understand you** helps you create several voice samples that your computer can use to better recognize the words you speak.
  - **Open the Speech Reference Card** lets you view and print a list of common voice commands.
- 3 You can also click **Text to Speech** on the left of the window to configure your computer's settings for reading aloud on-screen text.
  -



# CHAPTER 9

## Networking Your Computer

- Introduction to Networking
- Wired Ethernet networking
- Wireless Ethernet networking
- Setting up your network connection
- Testing your network
- Adding a printer to your network
- Sharing resources
- Using the network

# Introduction to Networking

## Making sure your broadband connection works



### Important

If you do not have a broadband connection already installed, make the necessary arrangements with your ISP. Be sure to find out how soon after the installation the line will be activated.

Broadband Internet settings differ from ISP to ISP. Before you begin setting up your network, you should contact your ISP for any specific instructions they have for setting up a network.

Before you change anything about your home setup, make sure that your broadband connection is working correctly. To test the connection, log onto the Internet using your current setup. If the connection is not working, contact your Internet service provider.

## Networking terms you should know

**DHCP**—Dynamic Host Configuration Protocol (DHCP) lets a router temporarily assign an IP address to a computer on the network.

**IP Address**—Internet Protocol (IP) address is a number that uniquely identifies a computer on the network.

**Subnet Mask**—Subnet mask is a number that identifies what subnetwork the computer is located on. This number will be the same on all computers on a home network.

## Wired Ethernet networking

An wired Ethernet network consists of two or more computers connected together through an Ethernet cable. This connection type is commonly used in offices around the world and can be used to build computer networks in the home.

## Ethernet, Fast Ethernet, or Gigabit Ethernet



### Important

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

Ethernet is available at three different speeds. Standard Ethernet runs at 10 Mbps, Fast Ethernet runs at 100 Mbps, and Gigabit Ethernet runs at 1000 Mbps. Most home networks are built using Standard or Fast Ethernet components. Business networks are typically built using Fast or Gigabit Ethernet components.

To create a wired Ethernet network, you or your electrician must install special Ethernet cables in your home or office.

## Using a router

The most common way to set up a wired Ethernet network is Dynamic Host Control Protocol (DHCP) using a router. A DHCP network configuration uses a router to automatically assign IP addresses to each computer or network device. For information on setting up a router, see the router's documentation.

### Example router-based Ethernet network

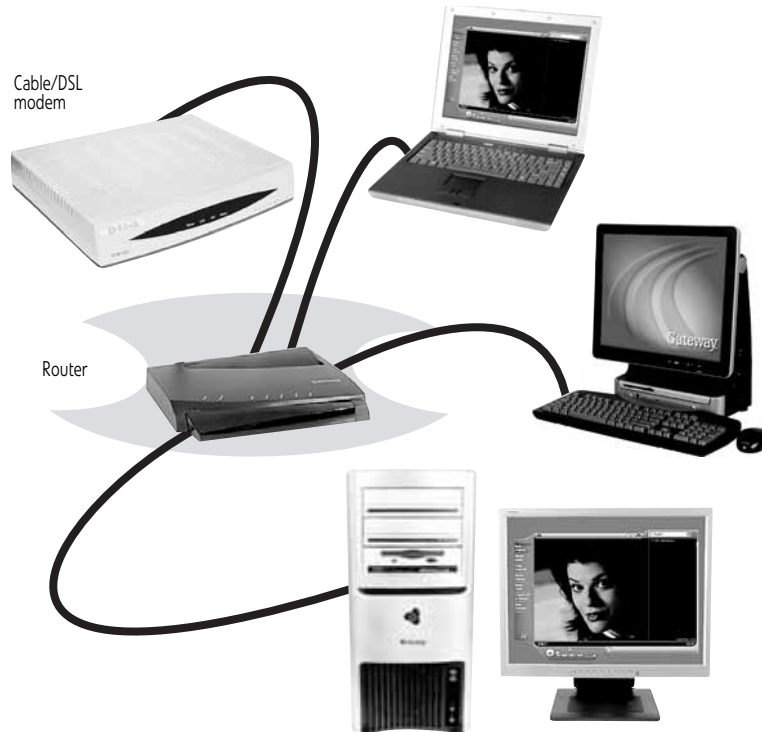
The following is an example of a wired Ethernet network. The network is made up of a router, a cable or DSL modem, your computers, and cables connecting each of these components. The router is the central control point for the network.



**Tip**

To add the ability to access a wireless Ethernet network to your wired Ethernet network, connect an access point to the router or use a router that has a built-in access point.

Attached to the router are all of your computers or Ethernet-ready devices. Also connected to the router is a cable or DSL modem that provides access to the Internet.



## Equipment you need for a router-based Ethernet network



**Important**

For best results, all Ethernet components should be either standard Ethernet (10 Mbps), Fast Ethernet (100 Mbps or 10/100), or Gigabit Ethernet (1000 Mbps or 10/100/1000). A mixture of components rated at different speeds will result in your network running at the speed of the slowest rated component.

For a wired Ethernet network you need:

- Two or more computers with Ethernet jacks
- One router
- One broadband Internet connection (optional)
- Ethernet cables connecting all of the network equipment

When buying your router, be sure the model includes everything your network needs, including:

- Internet security features, such as a firewall, to protect your network from unwanted intruders
- 4-port switch to eliminate the need for additional network hardware
- DHCP server/dynamic IP address assignment to automatically configure network and IP addresses

### Determining if an Ethernet card is already installed on your computer

► To determine if an Ethernet card is already installed on your computer:

- 1 Click (**Start**), then click **Control Panel**. The *Control Panel* window opens.
- 2 Click **System and Maintenance**, then click **System**.

- 3 Click **Device Manager** from the task list on the left. The *Device Manager* window opens.
- 4 Click the plus (+) in front of **Network adapters**. The Ethernet device installed in your computer is listed. If one is not listed, you must install one.
  -

## Setting up wired Ethernet network hardware

### Installing Ethernet cards and drivers

After you have determined the type of Ethernet you are using for your network, you need to install Ethernet cards and drivers on the computers that do not have Ethernet already installed. To order wired or wireless Ethernet PCI or PC cards, visit the Accessories Store at [www.gateway.com](http://www.gateway.com).

Use the documentation that comes with your Ethernet cards for instructions on installing the card and any required drivers.

Plug your Ethernet cable into your computer's jack and the router or the cable or DSL modem at this point, if you have not already done so.

### Connecting network cables

We recommend using category 5, unshielded, twisted-pair cable (approximately 1/4-inch diameter with a thin outer-jacket, containing eight color-coded wires), and equipment compatible with this type of cable. This type of cable is equipped with RJ-45 connectors (like a large telephone jack connector, but with eight pins) on each end.

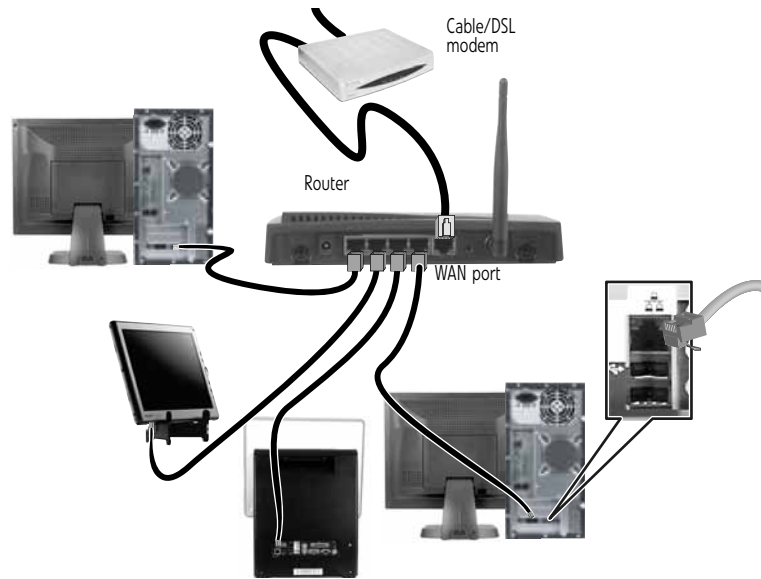
Category 5 cables are available in two different types; straight-through cables, used to connect computers to a router, and crossover cables, used to connect two computers.

To determine which type of cable you have, hold both ends of the cable with the connectors facing away from you and with the spring clip on the bottom. For straight-through cable, the wires on both connectors are attached to copper pins in the same order (same colors, left to right). For a crossover cable, the wires on each connector are attached to the copper pins in a different order (different colors, left to right).

### Setting up a network using a router

If you are setting up a network for more than two computers and you will be connecting your network to a high-speed Broadband Internet connection (cable or DSL modem), we recommend the use of a router. A router lets you access the Internet connection from any network computer. The router can assign IP addresses to the computers on the network and can provide firewall protection for your network as well.

In addition to a router, you need a straight-through cable for each computer you want to connect to the network.



► **To set up a network using a router:**

- 1 Plug one end of the power adapter into the AC connector on the router and the other end into a grounded, 110V electrical outlet.
- 2 Turn on your computers.
- 3 Plug one end of a straight-through network cable into any numbered port on the router (except the WAN port). The WAN port is used to connect the router to the DSL or cable modem and is identified by a label or a switch. Plug the other end of the cable into the network connector on the computer. As each computer is connected to the router, the corresponding green indicator should light on the front of the router, indicating a good connection.
- 4 Repeat [Step 3](#) for each computer on the network.
- 5 For an Internet connection, plug a straight-through cable into the WAN port on the router and the other end into the Ethernet jack on the DSL or cable modem.



## Wireless Ethernet networking

Wireless Ethernet networking is the latest advance in computer communication. With a wireless home network, you can set up your computer wherever you like.

A wireless Ethernet network uses radio waves to communicate. Typically, a wireless Ethernet network is made up of an access point, a cable or DSL modem (for Internet access), and your wireless computers.

## Wireless Ethernet standards

Current wireless Ethernet standards include the following:

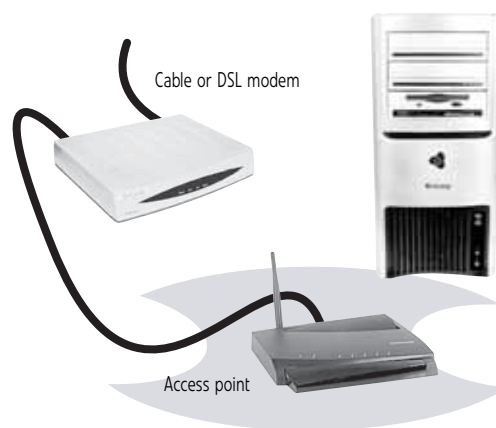
- 802.11a — 54Mbps
- 802.11b — 11Mbps
- 802.11g — 54Mbps
- 802.11n — 540Mbps

Speed is not the only issue if you decide to use equipment with different standards. Compatibility can also be an issue. Take the following into consideration when you purchase wireless equipment:

Access point	Wireless cards supported
802.11a	802.11a only
802.11b	802.11b only
802.11g	802.11b and 802.11g
802.11n	802.11b, 802.11g, and 802.11n

## Using an access point

An access point is a small electronic device that serves as the central control point for your network. You connect your modem to the access point, set up a network connection, then browse the Internet, send e-mail, share files and folders with other networked computers, and access other devices, like a printer or scanner.



## Equipment you need for an access point-based network



### Tip

When you buy your access point, make sure it has:

- IEEE 802.11n support. 802.11n is the fastest method for wireless communications. 802.11n is compatible with the older IEEE 802.11g and IEEE 802.11b formats but not with the competing IEEE 802.11a format. Make sure that you get the correct format that matches your computer.
- DHCP server/dynamic IP address assignment capability that makes it easier to set up and access your network.
- Internet security features like a firewall to keep intruders out of your network.
- Wireless security features like SecureEasySetup™ or 128-bit WEP encryption.

If you are not sure what to buy, check out Gateway's accessory store at [www.gateway.com](http://www.gateway.com).

For a wireless Ethernet network you need:

- Your Gateway computer with a wireless Ethernet network card installed
- A broadband Internet connection (optional)
- An access point

**Determining if a wireless Ethernet device is already installed on your computer**

► **To determine if an Ethernet card is already installed on your computer:**

- 1 Click **Ⓜ (Start)**, then click **Control Panel**. The *Control Panel* window opens.
- 2 Click **System and Maintenance**, then click **System**.

- 3 Click **Device Manager** from the task list on the left. The *Device Manager* window opens.
- 4 Click the plus (+) in front of **Network adapters**. The wireless Ethernet device installed in your computer is listed. If one is not listed, you must install one.

## Setting up wireless Ethernet network hardware

### Installing wireless cards and drivers

After you have determined the type of wireless equipment you are using for your network, you need to install wireless cards and drivers on the computers that do not have them already installed. To order wireless Ethernet PCI or PC cards, visit the Accessories Store at [www.gateway.com](http://www.gateway.com).

Use the documentation that comes with your wireless cards for instructions on installing the cards and any required drivers.

### Setting up your access point

A wireless Ethernet network sends and receives information through radio waves. This means that another computer outside your network can intercept the radio waves and take control of your network.

If you do not set up security for your network, a *hacker* can gain access to your Internet connection to send spam e-mail and to your hard drive to download viruses or view your personal data, like credit card numbers, Social Security numbers, and personal online banking information.

Check your access point documentation for information about installing it and setting network security.

## Setting up your network connection

### Naming the computers and the workgroup



#### Important

You must give each computer on the network a unique Computer Name and the same Workgroup Name.

Make sure that you have set up your router (wired network) or access point (wireless network). If you are setting up a wired network, make sure that you have connected the network cabling.

#### ► To identify this computer on the network:

- 1 Click **⊞ (Start)**, then click **Control Panel**. The *Control Panel* window opens.
- 2 Click **System and Maintenance**. The *System and Maintenance* window opens.
- 3 Click **System**, then click **Change Settings** in the **Computer Name, Domain and Workgroup settings** area. The *System Properties* dialog box opens.
- 4 Click **Change**.
- 5 If your computer does not already have a name, type a unique computer name in the **Computer name** box. This name identifies the computer to other users on the network. Use a computer name of up to 15 characters with no blank spaces. Each computer name must be unique on your network. All-numeric computer names are not allowed. Names must contain some letters.
- 6 Type a name for your workgroup in the **Workgroup** box. Use a workgroup name of up to 15 characters with no blank spaces. The workgroup name must be the same for all computers in your network workgroup, and the name must be different than any computer name on your network.

- 7 Click **OK**. When you are prompted to restart your computer, click **Restart Now**.



## Configuring the TCP/IP protocol

A networking protocol is a language computers use to talk to each other. One of several available protocols must be set up on each computer you plan to use on your network. We recommend you use the Transmission Control Protocol/Internet Protocol (TCP/IP), which is widely accepted and compatible for local area networks (LANs), as well as for Internet communications.

When networking is set up in Windows Vista, TCP/IP is automatically installed as the default protocol.

### Using a DHCP server

In order to use the TCP/IP protocol on a computer with a router or access point router, the protocol must be set to “Obtain an IP address from a DHCP server.” This is typically preset when you receive your computer.

### Configuring your router

After you have named your computers and set up TCP/IP on them, you can configure your router using your Web browser. For instructions, see your router’s documentation.

## Connecting to a wireless Ethernet network



### Important

Each computer on your network needs a unique Computer Name. All the computers on your network need the same Workgroup Name. You may have already named your computer and workgroup the first time you turned on your computer.

## Connecting to your network



### Help

For more information about connecting to your network, click **Start**, then click **Help and Support**. Type the following keywords in the **Search Help** box, then press ENTER.

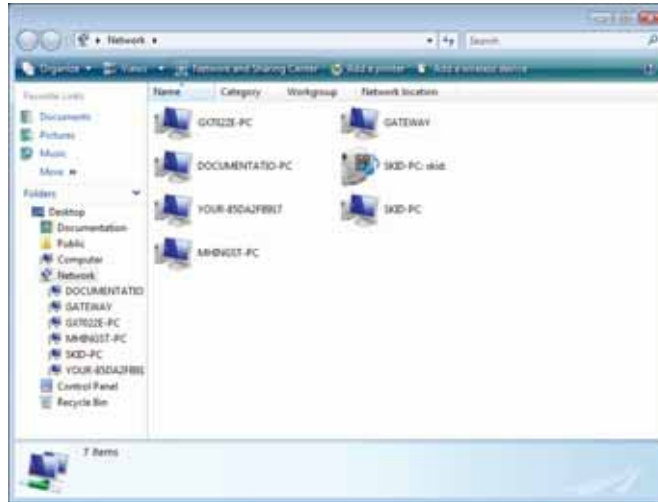
- Connect to an available network
- Manually add a wireless Ethernet network
- Connecting to wireless Ethernet network.

After you have named your computer and workgroup, you need to set up the network connection on your computer.



► To connect to your wireless Ethernet network:

- 1 Click **Ⓜ** (**Start**), then click **Network**. The *Network* window opens.



- 2 Click **Network and Sharing Center**. The *Network and Sharing Center* window opens.



- 3 Click **Connect to a network** on the left of the window. The *Connect to a network* dialog box opens.



- 4 Click a network, then click **Connect**.

If you can see the network name, but you cannot connect to it, your network is using security. Right-click on the network, then click **Properties**. Modify the security settings to match the settings you set on your access point.



## Wireless security

For information on wireless security, refer to the documentation that came with your access point.


### Help

For more information about wireless network security methods, click **Start**, then click **Help and Support**. Type the keyword **wireless network security methods** in the **Search Help** box, then press ENTER.

## Testing your network

Now that your home network is set up, log onto one of your computers and access a favorite Internet Web site.

If you are unable to connect to the Internet:

- Click  (**Start**), **Control Panel, Network and Internet**, then the **Network and Sharing Center**.
- Choose **Diagnose and Repair** on the left of the window. Take any actions suggested.
- If you are using a wired Ethernet network, check all physical cable connections
- If you are using a wireless Ethernet network, make sure that your access point is plugged in and compare the status lights on the front of the access point with the patterns described in the access point documentation
- Compare the status lights on the front of the router or access point with the patterns described in the router or access point literature
- Temporarily turn off any firewall software on your desktop computer
- Turn off all of the devices, then power them back on
- Refer to your router's or access point's troubleshooting information
- Contact your Internet service provider

# Adding a printer to your network

Instead of plugging a printer into your computer, you can add a printer to your network. To add a printer to the network, do one of the following:

- Connect your printer to your networked computer, then share the printer. For information about sharing printers, see [“Sharing drives and printers” on page 91](#).
- Connect your printer to your router or access point if the router or access point includes a USB or parallel port. For more information, see the instructions that came with your router or access point.
- Use a printer that has built-in networking.
- Use a print server.

## Sharing resources

With a network, you can share your Internet connection, drives, and printers.

### Sharing drives and printers

With a network, you can *share* drives (for example hard drives and DVD drives) and printers among the computers connected to the network.



#### **Important**


To share a printer among the network computers, each computer must have the shared printer's drivers installed. Follow the instructions included with your printer to install the printer drivers on each computer.

After the drives and printers on each network computer are shared, you can access them as though they were attached directly to your computer. Then you can:

- View a network drive
- Open and copy files stored on other network computers
- Print documents on network printers

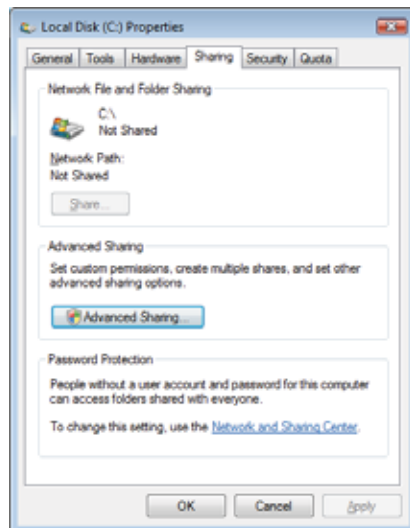
### Sharing drives or folders

#### ► To share drives or folders:

- 1 Click  (**Start**), then click **Computer**.
- 2 Right-click the drive or folder that you want to share, then click **Share**. The **Properties** dialog box opens.

If you share a drive, the entire contents of that drive will be available to everyone on your network. If you share a folder, only the contents of that folder will be available to everyone on the network.

- 3 Click the **Sharing** tab.



If **Share** is grayed out, click **Advanced Sharing** to set sharing for this drive/folder.

- 4 Click **OK**, then click **Close**.



## Un-sharing drives and folders

### ► To un-share drives or folders:

- 1 Click **Start**, then click **Computer**.
- 2 Right-click the drive or folder that you want to un-share, then click **Share**.
- 3 Click **Advanced Sharing**, then click **Share this folder** (or drive) to uncheck the box.
- 4 Click **Apply**, then click **OK**.



## Sharing printers

### ► To share printers:

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens.
- 2 Under **Hardware and Sound**, click **Printer**. The *Printers* window opens.
- 3 Right-click the name and icon of the printer you want to share, then click **Sharing** on the menu.
- 4 On the **Sharing** tab, click **Share this printer**, then click **OK**.



# Using the network

After the drives and printers on each network computer are shared, you can:

- View shared drives and folders
- Map a network drive
- Open and copy files stored on other network computers
- Print documents on network printers


## Viewing shared drives and folders



### Help

For more information about workgroups, click **Start**, then click **Help and Support**. Type the keyword **workgroups** in the **Search Help** box, then press ENTER.

#### ► To view shared drives and folders:

- 1 Click  (**Start**), then click **Network**. The *Network* window opens.
- 2 If no drives or folders are displayed, click the option bar under the menu bar, then click **Turn on network discover and file sharing**.
- 3 Double-click the name of the computer containing the drive or folder you want to view. All shared drives and folders are listed.



## Creating a shortcut to a network drive

After a shortcut is created on a computer for a drive or folder on another computer, the contents of the drive or folder can be accessed as if the drive were attached directly to the computer. For example, a shortcut is created on computer 2 to the **My Documents** folder on computer 1. To access the **My Documents** folder on computer 1 from computer 2, double-click shortcut icon.

#### ► To map a network drive:

- 1 Locate the drive or folder by completing the steps in ["Viewing shared drives and folders" on page 93](#).
- 2 Right-click the drive or folder, then click **Create Shortcut**. A shortcut is created for the drive or folder and the icon for the shortcut is placed on your desktop.
- 3 Click **X** to close the window.



## Opening files across the network


#### ► To open files across the network:

- 1 Start the program for the file you want to open.
- 2 Click **File**, then click **Open**.
- 3 Browse to the network drive that contains the file you want to open.
- 4 Double-click the folder containing the file, then double-click the file.



## Copying files across the network

#### ► To copy files across the network:

- 1 Click  (**Start**), then click **Computer**. The *Computer* window opens.
- 2 Browse to the network drive that contains the file you want to copy.
- 3 Browse to the file you want to copy.
- 4 Right-click the file, then click **Copy**.
- 5 Right-click the folder where you want to copy the file to, then click **Paste**.



## Printing files across the network



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**Important**

Before you can print a file across the network, you must install the driver for the printer on the computer you are sending the file from. You can obtain the printer driver and installation instructions from the CD that shipped with your printer or from the manufacturer's Web site.

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► **To print files across the network:**

- 1 Open the file you want to print, then click **Print**.
- 2 Click the arrow button to open the printer name list, then click the network printer.
- 3 Click **Print**.



# CHAPTER 10

## Protecting your computer

- [Hardware security](#)
- [Data security](#)
- [Security updates](#)

## Hardware security

Although you may be able to replace your computer with a call to your insurance agent, you cannot replace the information stored on your computer. Take steps to prevent theft of your computer.

### Kensington lock slot

The first step in computer security is preventing your computer from being stolen.

Attach a cable lock to the Kensington lock slot on your computer, then wrap the cable lock to a solid object like a desk or table. You can buy a cable lock at most electronics stores and many department stores.

For the location of the Kensington lock slot, see [“Back” on page 7](#).

## Data security

The second step in computer security is keeping your data safe and secure.

### Startup and hard drive password

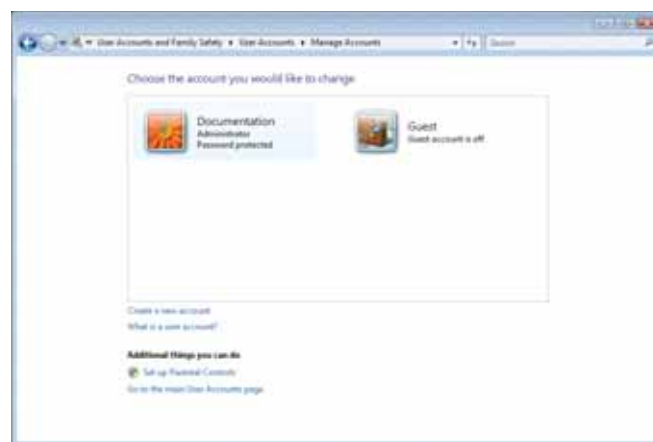
Use a startup and hard drive password to keep other people from using your computer. You have to enter your password when you turn on your computer or access your files.

These passwords are set in your computer’s BIOS setup utility. Use a password that you can remember but that would be hard for someone else to guess.

### Windows user accounts

Windows lets you set up a user account for each person who uses your computer. When you set up user accounts, Windows sets up a My Documents folder for each account. You can assign a password to each account so only the account owner can access files in the My Documents folder.

When you set up a user account, you can also limit the programs that a user can install or run.



#### Help

For more information about Windows user accounts, click **Start**, then click **Help and Support**. Type the keyword **user accounts** in the **Search Help** box, then press ENTER.



## Protecting your computer from viruses

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

Protect your computer from a virus by:

- Registering your copy of McAfee SecurityCenter and subscribing to the virus definition update service. You may have received a free limited time subscription to one of these services when you purchased your computer.
- Using the McAfee VirusScan program to check files and programs that are attached to e-mail messages or downloaded from the Internet.
- Checking all programs for viruses before installing them.
- Disabling macros on suspicious Microsoft Word and Excel files. These programs will warn you if a document that you are opening contains a macro that might have a virus.
- Periodically updating the McAfee VirusScan program to protect against the latest viruses.
- Making sure the Windows Security Center is configured to provide you with the highest level of protection.



### Tip

For more information about modifying security settings, see [“Modifying security settings” on page 101](#).

Your new Gateway computer may have the McAfee SecurityCenter installed. The McAfee SecurityCenter includes the following components:

- *McAfee VirusScan* is an anti-virus subscription service. You can use VirusScan to protect your computer from viruses, worms, Trojan horses, and hybrid attacks.
- *McAfee Personal Firewall* blocks unwanted inbound and outbound Internet traffic to prevent hacker attacks.
- *McAfee Privacy Service* protects against online identity theft by blocking the transmission of personally identifiable information. This service also filters offensive online content (including pop-ups, ads, and web-bugs) and monitors, controls, and logs where children surf.
- *McAfee Spamkiller* prevents identified spam from reaching your e-mail inbox and protects you against known *Phishing* scams.




### Help

For more information about protecting your computer against viruses, click **Start**, then click **Help and Support**. Type the keyword **viruses** in the **Search Help** box, then press ENTER.

## Using McAfee SecurityCenter

### Scanning for and removing viruses

► **To scan for and remove viruses:**

- 1 Click  (**Start**), **All Programs**, **McAfee**, then click **McAfee SecurityCenter**. McAfee SecurityCenter opens.




- 2 Click **Scan**. McAfee scans your computer for viruses and automatically removes any that it finds. When McAfee is finished scanning, the program displays a summary of the items detected and removed from your computer.



### Updating your virus definitions

McAfee is set up to automatically retrieve the latest virus definitions from the Internet and install them on your computer. If you turn off this automatic feature, you should manually update your virus definitions.

► **To update your virus definitions:**

- 1 Make sure that you are connected to the Internet.
- 2 Click  (**Start**), **All Programs**, **McAfee**, then click **McAfee SecurityCenter**. McAfee SecurityCenter opens.



- 3 Click **Update**. The McAfee SecurityCenter checks for updates.




#### **Important**

To update McAfee SecurityCenter after the subscription period expires, you must extend your subscription.

## Configuring McAfee VirusScan

You can configure McAfee VirusScan to perform a virus scan at certain times and on certain drives on your computer. You can also configure the types of files that it scans for.

► **To configure McAfee VirusScan:**

- 1 Click  (**Start**), **All Programs**, **McAfee**, then click **McAfee SecurityCenter**. McAfee SecurityCenter opens.



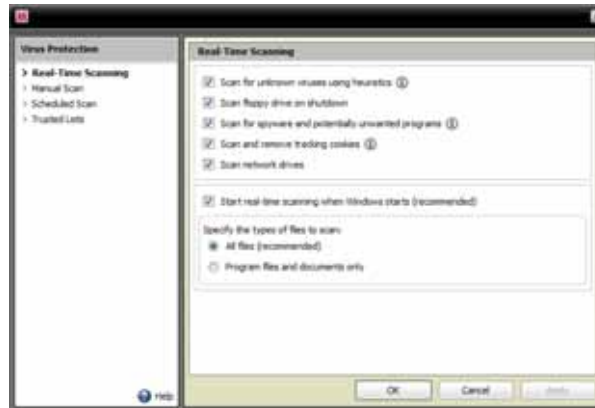
- 2 Click **Computer & Files**. A list of services appears to the right of Computer & Files category.



- 3 Click **Configure** in the services area. The *Computer & Files Configuration* screen opens.



- 4 Click the grey **Virus protection is enabled** bar to expand that area, then click **Advanced**.



- 5 Click the type of scan you want to configure, then set the options for that scan type.
- 6 Click **OK**.



## Using McAfee Parental Controls

You can use McAfee Parental Controls to restrict your children from accessing specific Web sites or spending too much time on the Internet.

### ► To use McAfee Parental Controls:

- 1 Click **Ⓜ (Start)**, **All Programs**, **McAfee**, then click **McAfee SecurityCenter**. McAfee SecurityCenter opens.



- 2 Click **Parental Controls**, then click **Configure** in the services area. The *Parental Controls Configuration* screen opens.



- 3 Click the grey **Parental controls are disabled** bar to expand that area, then click **Advanced**.



- 4 Click the control you want to configure, then follow the instructions for modifying that control.
- 5 Click **OK**.

## Using Windows Security Center

Windows Security Center helps protect your computer through:

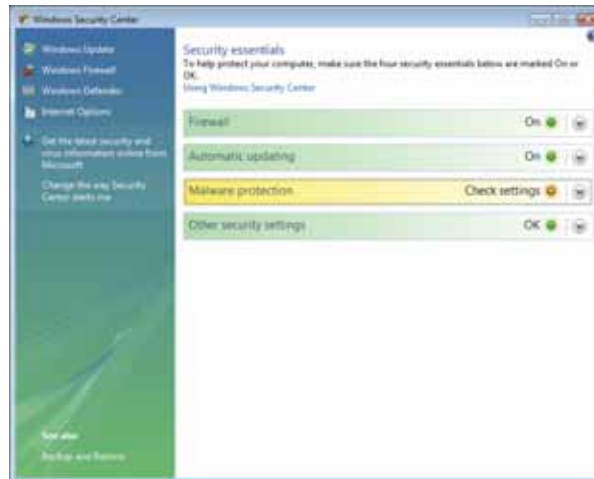
- A firewall
- Automatic Windows updates
- Third party virus protection software
- Security options in Internet Explorer

### Modifying security settings

► **To modify security settings:**

- 1 Click **® (Start)**, **Control Panel**, then click **Security**.

- 2 Click **Security Center**. The *Windows Security Center* dialog box opens.



- 3 Click:
- **Windows Update** to run Windows Update or modify the Windows Update settings.
  - **Windows Firewall** to prevent outsiders from accessing the information on your computer.
  - **Windows Defender** to scan your computer for malicious or unwanted software that may have been placed on your computer either from an Internet web site or from other programs that you have installed.
  - **Internet Options** to prevent certain programs from running on your computer that might be found on web sites.
- 4 For more information about the Windows Security Center, click **Get help about Security Center**.

---

**? Help** For more information about Windows Security Center, click **Start**, then click **Help and Support**. Type the keyword **security center** in the **Search Help** box, then press ENTER.

---

## Security updates

To keep your computer secure, you need to keep Windows and your computer's system software up to date.

### Windows Update

If a hacker finds a way to bypass the security features built into Windows, Microsoft creates a high-priority Windows update to fix the problem. You should update Windows regularly to keep your computer secure.

► **To update Windows:**

- 1 Click **Ⓜ (Start)**, **Control Panel**, then click **Security**.
- 2 Click **Security Center**. The *Windows Security Center* dialog box opens.

- 3 Click **Windows Update**. Windows checks the Microsoft Web site to see if any updates are available.



- 4 Click:
  - **Install Updates** to download and install updates on your computer. These updates include security updates.
  - **Install Extras** to download additional Windows software for your computer.

### ? Help

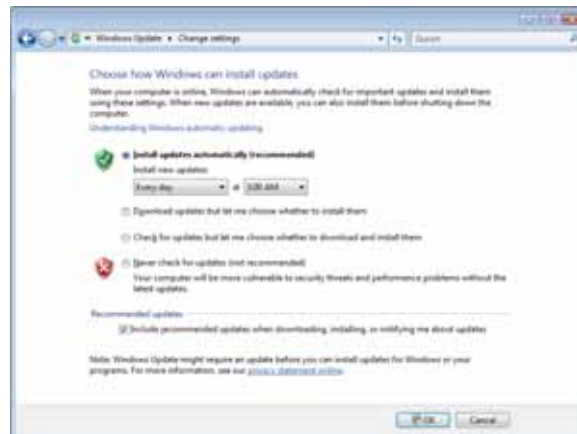
For more information about Windows Update, click **Start**, then click **Help and Support**. Type the keyword **Windows update** in the **Search** box, then press **ENTER**.

## Scheduling automatic updates

Use the Windows Security Center to schedule automatic updates. Windows can routinely check for the latest updates for your computer and install them automatically.

### ► To schedule automatic updates:

- 1 Click **Ⓜ (Start)**, **Control Panel**, then click **Security**.
- 2 Click **Security Center**. The *Windows Security Center* dialog box opens.
- 3 Click **Windows Update**.
- 4 Click **Change Settings**. The *Change Settings* dialog box opens.



- 5 Make your changes to the schedule settings, then click **OK**.

## BigFix

Your computer may include BigFix. BigFix monitors your computer for problems and conflicts. It automatically gathers information about the latest bugs, security alerts, and updates from BigFix sites on the Internet. Whenever BigFix detects a problem, it alerts you by flashing the blue taskbar icon. To fix the problem, click on that icon to open BigFix.



# CHAPTER 11

## Maintaining Your Computer

- [Setting up a maintenance schedule](#)
- [Caring for your computer](#)
- [Cleaning your computer](#)
- [Recovering your system](#)
- [Updating Windows](#)
- [Using BigFix](#)
- [Managing hard drive space](#)
- [Scheduling maintenance tasks](#)
- [Moving from your old computer](#)

## Setting up a maintenance schedule

Use the following table to set up a regular maintenance schedule.

Maintenance task	Weekly	Monthly	When needed
Check for viruses	X	X	X
Run Windows Update	X		X
Manage hard drive space			X
Clean up hard drives		X	X
Scan hard drive for errors		X	X
Defragment hard drive		X	X
Back up files	X	X	X
Clean computer case and peripheral devices			X

## Caring for your computer

To extend the life of your computer:

- Be careful not to bump or drop your computer, and do not put any objects on top of it. The case, although strong, is not made to support extra weight.
- When transporting your computer, we recommend that you put it in the original packaging materials.
- Keep your computer away from magnetic fields. Magnetic fields can erase data on hard drives.
- Never turn off your computer when the drive indicator is on because data on the hard drive could be lost or corrupted.
- Avoid subjecting your computer to extreme temperature changes. The case can become brittle and easy to break in cold temperatures and can melt or warp in high temperatures. Damage due to either extreme is not covered by your warranty. As a general rule, your computer is safest at temperatures that are comfortable for you.
- Keep all liquids away from your computer. When spilled onto computer components, almost any liquid can result in expensive repairs that are not covered under a standard warranty.
- Avoid dusty or dirty work environments. Dust and dirt can clog the internal mechanisms and can lead to permanent damage to the computer.
- Do not block the ventilation fan slots. If these slots are blocked, your computer may overheat, resulting in unexpected shutdown or permanent damage to the computer.
- When storing your computer for an extended period of time, unplug AC power.

# Cleaning your computer

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

- A soft, lint-free cloth
- An aerosol can of air that has a narrow, straw-like extension
- Cotton swabs
- An optical disc drive cleaning kit

## Cleaning the exterior



### Warning

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

- Always turn off your computer and other peripheral devices before cleaning any components.
- Use a damp, lint-free cloth to clean your computer and other parts of your system. Do not use household abrasive or solvent cleaners because they can damage the finish on components.
- Your computer is cooled by air circulated through the vents on the case, so keep the vents free of dust. With your computer turned off and unplugged, brush the dust away from the vents with a damp cloth. Be careful not to drip any water into the vents.

## Cleaning the keyboard

You should occasionally clean the keyboard to remove dust and lint trapped under the keys.

### ► To clean the keyboard:

- 1 Use an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.
- 2 If you spill liquid on the keyboard, turn off your computer and turn the keyboard upside down. Let the liquid drain, then let the keyboard dry before trying to use it again. If the keyboard does not work after it dries, you may need to replace it.

## Cleaning the monitor



### Caution

A flat-panel display is made of specially coated glass and can be scratched or damaged by abrasive or ammonia-based glass cleaners.

### ► To clean the monitor:

- To clean an LCD flat panel monitor, use a soft cloth and water to clean the screen. Dampen the cloth (never apply liquid directly to the screen), then wipe the screen with the cloth.
- To clean a CRT monitor, use a soft cloth and glass cleaner to clean the monitor screen. Squirt a little cleaner on the cloth (never directly on the screen), then wipe the screen with the cloth.

## Cleaning the mouse

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

► **To clean the mouse:**

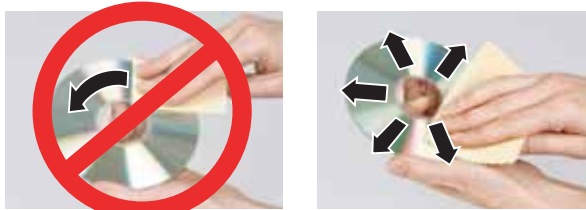
- Wipe the bottom of the mouse with a damp, lint-free cloth.

## Cleaning optical discs

Optical discs (CDs, DVDs, and Blu-ray Discs) get dirty from frequent handling.

► **To clean an optical disc:**

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



## Recovering your system

### System recovery options

Most computer problems can be solved by following the information in “[Troubleshooting](#)” on [page 143](#) or at [www.gateway.com](http://www.gateway.com). Problem-solving may also involve re-installing some or all of the computer’s software (also called *recovering* or *restoring* your system). Gateway provides everything you need to recover your system under most conditions.

- To recover specific files and software, see “[Recovering specific files and software](#)” on [page 108](#).
- To completely restore your system:
  - If you can still run Windows, see “[Recovering your system using Microsoft System Restore](#)” on [page 109](#).
  - If you cannot run Windows, see “[Recovering your system using the Windows DVD](#)” on [page 110](#)

### Recovering specific files and software

You can perform a partial recovery by recovering specific files, such as device drivers and most pre-installed software. If you need to recover software that did not come pre-installed on your system, you need to follow that software’s installation instructions.

► **To recover specific drivers and software:**

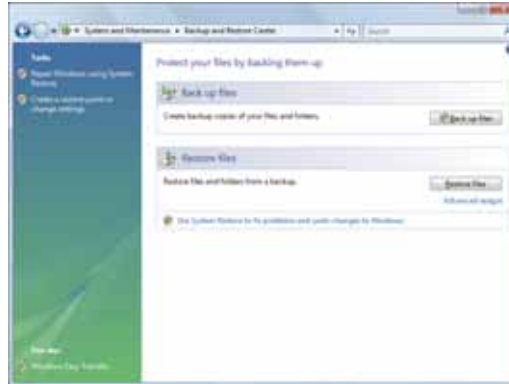
- 1 Click **Ⓜ (Start)**, **All Programs**, then click **Gateway Recovery**. The *Gateway Recovery Center* opens.
- 2 Click on the appropriate recovery option, then follow the on-screen instructions.

## Recovering your system using Microsoft System Restore

Microsoft System Restore periodically takes “snapshots” of your system settings and saves them as *restore points*. In most cases of hard-to-resolve software problems, you can return to one of these restore points to get your system running again.

► **To restore using Microsoft System Restore:**

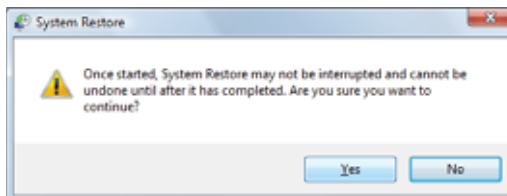
- 1 Click **Ⓜ (Start)**, **Control Panel, System and Maintenance**, then click **Backup and Restore Center**. The *Backup and Restore Center* opens.



- 2 On the left side of the window, click **Repair Windows using System Restore**, then click **Next**. The *Choose a restore point* dialog box opens.



- 3 Click the restore point you want, click **Next**, then click **Finish**. A confirmation message box appears.



- 4 Click **Yes**. Your system is restored using the restore point you specified.

## Recovering your system using the Windows DVD

► **To completely re-install Windows**

- 1 Insert the Windows DVD into one of your computer's DVD-capable drives, then restart your computer.
- 2 When the prompt "Press any key to boot from CD or DVD" appears, press any key on your keyboard. A list of valid boot devices appears.
- 3 Press the arrow keys to select the drive containing the Windows DVD, then press **ENTER** and follow the on-screen instructions.



## Updating Windows

Windows Update helps you keep your computer up-to-date. Use Windows Update to choose updates for your computer's operating system, software, and hardware. New content is added to the site regularly, so you can always get the most recent updates and fixes to protect your computer and keep it running smoothly. Windows Update scans your computer and provides you with a tailored selection of updates that apply only to the software and hardware on your computer.

For information on running Windows Update, see ["Using Windows Vista" on page 21](#). Windows Update can also be controlled through the Windows Security Center. For more information, see ["Protecting your computer" on page 95](#).



**Help**

For more information about Windows Update, click **Start**, then click **Help and Support**. Type **windows update** in the **Search Help** box, then press **ENTER**.

## Using BigFix

BigFix monitors your computer for problems and conflicts. It automatically gathers information about the latest bugs, security alerts, and updates from BigFix sites on the Internet. Whenever BigFix detects a problem, it alerts you by flashing the blue taskbar icon. To fix the problem, click on that icon to open BigFix.

► **To start BigFix:**

- 1 Click **Ⓜ (Start)**, **All Programs**, **Accessories**, **System Tools**, then click **BigFix**.
- 2 To learn more about BigFix, click **Help**, then click **Tutorial**.



# Managing hard drive space

Windows provides several utilities you can use to check hard drive space, delete unnecessary files, defragment files, and back up files.

## Checking hard drive space

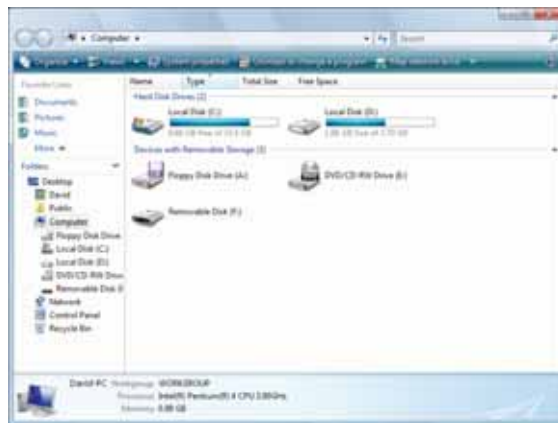
► **To check hard drive space:**



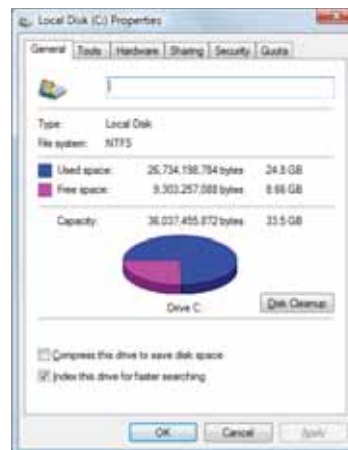
### Shortcut

Start ⇒ Computer ⇒ right-click drive ⇒ Properties

1 Click **Ⓜ** (**Start**) then click **Computer**. The *Computer* window opens.



2 Right-click the drive that you want to check for available file space, then click **Properties**. Drive space information appears.



## Deleting unnecessary files

Delete unnecessary files, such as temporary files and files in the Recycle Bin, to free hard drive space.

► **To delete unnecessary files:**

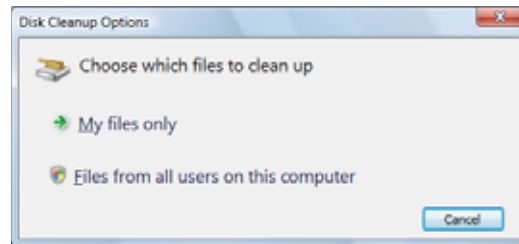
---

➔ **Shortcut**

Start ⇒ Computer ⇒ right-click drive ⇒ Properties ⇒ Disk Cleanup

---

- 1 Click **Ⓜ (Start), All Programs, Accessories, System Tools**, then click **Disk Cleanup**. The *Disk Cleanup* dialog box opens.



- 2 Click one of the options:
  - **My files only** cleans only the folders for the currently logged in user.
  - **Files from all users on this computer** cleans all folders.

The *Disk Cleanup* dialog box opens.

- 3 Click to select the types of files you want to delete, then click **OK**. The types of files you indicated are deleted.

---

**? Help**

For more information about keeping the hard drive free of unnecessary files, click **Start**, then click **Help and Support**. Type **disk cleanup** in the **Search Help** box, then press ENTER.

---



## Checking the hard drive for errors

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

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

► **To check the hard drive for errors:**

- 1 Click **Ⓜ (Start)** then click **Computer**. The *Computer* window opens.
- 2 Right-click the drive that you want to check for errors, click **Properties**, then click the **Tools** tab.



- 3 Click **Check Now**, then click **Start**. Your drive is checked for errors. This process may take several minutes.

---

**✓ Important**

Error checking cannot scan a drive while the drive is being used, so if you try to check your hard drive for errors, you see a prompt asking you if you want to scan the hard drive later (the next time you restart your computer). If you see this prompt, click **Schedule disc check**.

After Windows has finished checking the drive for errors, it provides a summary of the problems that it found.

- 4 Correct any problems that are found by following the on-screen instructions.
- 5 Click **OK**.

---

**? Help**

For more information about checking the hard drive for errors, click **Start**, then click **Help and Support**. Type **checking for disk errors** in the **Search Help** box, then press ENTER.

---

## Defragmenting the hard drive

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

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

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

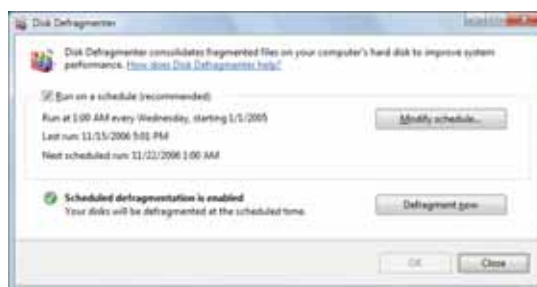


### Tip

Because defragmenting a drive may take hours to complete (depending on the size of the drive being defragmented), consider starting the process when you will not need the computer for several hours.

### ► To defragment the hard drive:

- 1 Disconnect your computer from the network.
- 2 Click **Ⓜ (Start), All Programs, Accessories, System Tools**, then click **Disk Defragmenter**. The *Disk Defragmenter* dialog box opens.



- 3 Click **Defragment now**. This process may take hours to complete, depending on the size of the drive being defragmented.



### Help

For more information about defragmenting the hard drive, click **Start**, then click **Help and Support**. Type **defragmenting** in the **Search Help** box, then press ENTER.



## Backing up files

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

You should back up your files regularly to a writable optical disc (if you have a recordable drive). Use a backup device, such as a recordable disc drive, to do a complete hard drive backup. If you do not have a high-capacity backup device and you want to purchase one, you can visit the Accessories Store at [www.gateway.com](http://www.gateway.com).

► **To back up files:**

- 1 Click **Ⓜ** (**Start**) then click **Computer**. The *Computer* window opens.
- 2 Right-click the drive that you want to back up, click **Properties**, then click the **Tools** tab.



- 3 Click **Backup Now**, then click **Run a file backup now**.
- 4 Follow the on-screen instructions to select a backup storage location and the files and folders to back up.

---

**? Help**

For more information about backing up files, click **Start**, then click **Help and Support**. Type **backup** in the **Search Help** box, then press ENTER.

---



# Scheduling maintenance tasks

Task Scheduler lets you schedule maintenance tasks such as running Disk Defragmenter and checking your drives for errors.

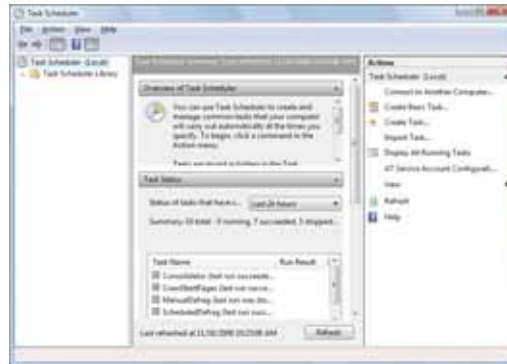


## Important

Your computer must be on during scheduled tasks. If your computer is off, scheduled tasks will not run.

### ► To start the Task Scheduler:

- 1 Click **Ⓜ (Start), All Programs, Accessories, System Tools**, then click **Task Scheduler**. The *Task Scheduler* dialog box opens.



- 2 Click **Create Basic Task** for basic tasks or click **Create Task** for more complex tasks, then follow the on-screen instructions to finish setting up and scheduling the task.



## Help

For more information about scheduling tasks, click **Start**, then click **Help and Support**. Type **task scheduler** in the **Search Help** box, then press ENTER.



# Moving from your old computer

## Transferring files and settings with Windows Easy Transfer

You can move your files, folders, software settings, and user account settings (such as display, Internet, and e-mail settings) from your old computer to your new one using Windows Easy Transfer, providing your old computer uses Windows XP or Windows Vista.

While using Windows Easy Transfer, you will not be able to run other tasks on the computers.



## Important

If your old computer does not use Windows XP or Windows Vista, you must manually move your data by using a writeable disc, flash drive, or external hard drive.

### ► To move files and settings from your old computer:

- 1 If you want to transfer program settings to your new computer, install those programs on the new computer before running Windows Easy Transfer. Windows Easy Transfer copies only the software's settings, not the software itself, to the new computer.
- 2 Click **Ⓜ (Start), All Programs, Accessories, System Tools**, then click **Windows Easy Transfer**. The *Windows Easy Transfer* dialog box opens.
- 3 Click **Next**, click **Start a new transfer**, then follow the on-screen instructions to complete the transfer.



## Help

For more information about transferring files and settings, click **Start**, then click **Help and Support**. Type **transferring files and settings** in the **Search Help** box, then press ENTER.



## Transferring files and settings manually

You can manually transfer your personal data files by copying them to removable media, such as a writable disc, an external hard drive, a network location, or a flash drive.

### Finding your documents

Many programs save your personal data files in the *Documents* or *My Documents* folder. Look in your old computer's documents folder for personal data files.

#### ► To find files in the documents folder:

- 1 In Windows Vista, click **Ⓜ (Start)**, then click **Documents**. The *Documents* folder opens and displays many of your saved personal data files. Go to [Step 4](#).  
- OR -  
In Windows XP, click **Start**, then click **My Documents**. The *My Documents* window opens and displays many of your saved personal data files. Go to [Step 4](#).  
- OR -  
In Windows 98, Windows Me, or Windows 2000, double-click the **My Computer** icon on the desktop. Go to the next step.
- 2 Double-click the **C:\** drive icon.
- 3 Double-click the **My Documents** folder. The *My Documents* window opens and displays many of your saved personal data files.
- 4 Copy your personal data files to removable media or to another computer on your network. ■

### Finding other files

Use Windows Find or Search to locate other personal data files. For more information, see ["Searching for files" on page 28](#).

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

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

#### ► To find files using Find or Search:

- 1 In Windows Vista, click **Ⓜ (Start)**, then click **Search**. The *Search Results* window opens.  
- OR -  
In Windows XP, click **Start**, then click **Search**. The *Search Results* window opens.  
- OR -  
In Windows 98, Windows Me, or Windows 2000, click **Start**, **Find** or **Search**, then click **For Files or Folders**. The *Search Results* window opens.
- 2 Type the filename you want to search for, then press **ENTER**. The search results are displayed.
- 3 To learn about more search options, click **Help**. ■



# CHAPTER 12

## Adding and Replacing Components

- Preventing static electricity discharge
- Opening the case
- Closing the case
- Installing memory
- Replacing the system battery
- Replacing a CD, DVD, or diskette drive, or a memory card reader
- Adding or replacing a hard drive
- Replacing the front fan
- Replacing the rear fan
- Replacing the power supply
- Replacing the heat sink and processor
- Replacing the I/O panel
- Adding or replacing an expansion card
- Replacing the system board

# Preventing static electricity discharge



## Warning

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

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



## Caution

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

Before opening the computer case, follow these guidelines:

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



## Warning

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

- Touch a bare metal surface on the back of the computer.
- Unplug the power cord and the modem and network cables.

Before working with computer components, follow these guidelines:

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

## Opening the case



## Warning

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

Your computer case provides easy access to internal components.

## Removing the side panel

### ► To remove the side panel:

- 1 Follow the instructions in [“Preventing static electricity discharge” on page 120](#).
- 2 Shut down your computer, then disconnect the power cord and modem, network, and all peripheral device cables.
- 3 Press the power button to drain any residual power from your computer.
- 4 Remove the thumbscrew from the side panel cover. For the location of the thumbscrew, see [“Back” on page 9](#).



- 5 Lift the cover release lever, then swing the side panel away from the computer and remove it.



## Removing the front bezel

► **To remove the front bezel:**

- 1 After removing the side panel, press the three black plastic tabs (positions indicated by the arrows) to release the right side of the bezel.



- 2 Swing the right side of the bezel out until the left side of the bezel comes away from the left side of the computer, then remove the bezel.  
■

# Closing the case

## Replacing the front bezel

► **To replace the front bezel:**

- 1 Insert the tabs on the left side of the bezel into the slots in the left side of the computer.



- 2 Swing the right side of the bezel in to insert the tabs on the right side of the bezel into the slots on the right side of the computer.
- 3 Press the right side of the bezel firmly until it snaps into place.  
■

## Replacing the side panel

► **To replace the side panel:**

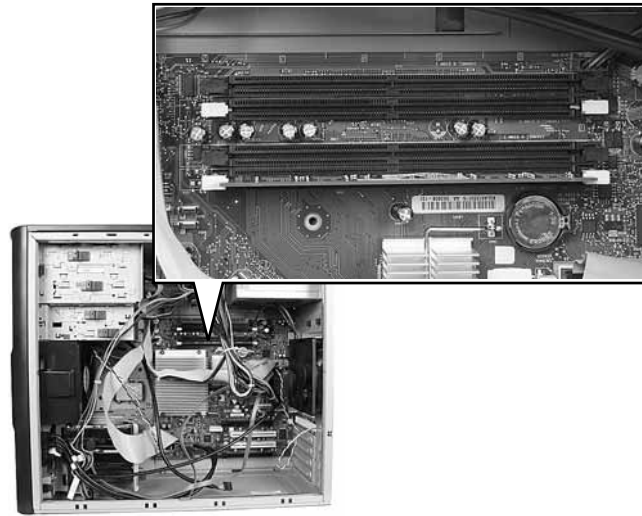
- 1 Make sure that all of the internal cables are arranged inside the case so they will not be pinched when you close the case.
- 2 Insert the panel tabs into the bottom edge of the case, then swing the side panel toward the top of the computer to secure it into place.
- 3 Replace the side panel thumbscrew.
- 4 Reconnect the cables and power cord.  
■

# Installing memory

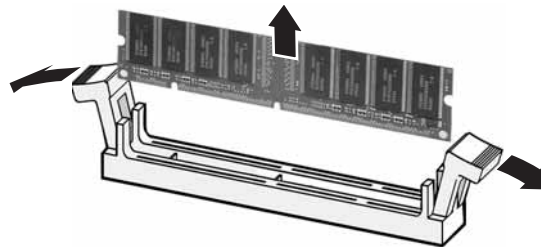
When you upgrade the computer memory, make sure that you install the correct type of memory module for your computer. Your computer uses DIMM memory.

► **To install or replace DIMM memory:**

- 1 Remove the side panel by following the instructions in [“Removing the side panel”](#) on page 120.
- 2 For more stability, place your computer on its side. To avoid scratching the case, place it on a towel or other non-abrasive surface.
- 3 Find the memory module banks on your system board.



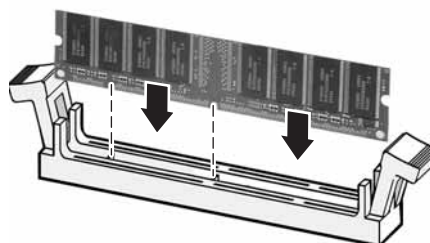
- 4 If you are removing a DIMM from the memory module bank, gently pull the plastic tabs away from the sides of the memory module and remove it.




- OR -

If you are adding a DIMM to an empty memory module bank, gently pull the plastic tabs away from the sides of the memory module bank.

- 5 Align the notches on the new DIMM with the notches on the memory module bank and press the module firmly into the bank. The tabs on the sides of the memory module should secure the memory module automatically. When the module is secure, you hear a click.



- 6 Replace the side panel by following the instructions in [“Replacing the side panel”](#) on page 123.
- 7 Return your computer to its upright position.
- 8 Reconnect the cables and the power cord.
- 9 Turn on your computer. Windows starts and the Windows desktop appears.
- 10 Click  (**Start**), **Control Panel**, then click **System and Maintenance**. Click **System**. The amount of memory in your computer is shown at the bottom of the *System Properties* dialog box in the General tab.  
■

## Replacing the system battery



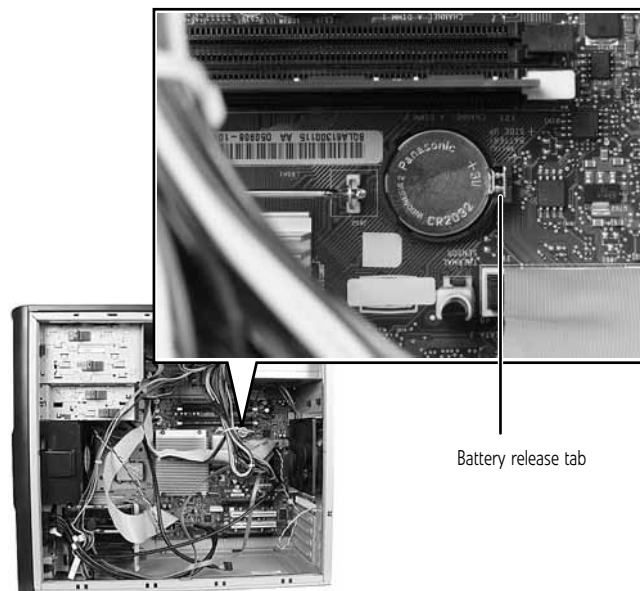
### Warning

Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries following the manufacturer's instructions.

If the computer clock does not keep time or the settings in the BIOS Setup utility are not saved when you turn off your computer, replace the system battery. Use a battery of the same size and voltage as the original battery that was in your computer.

#### ► To replace the battery:

- 1 Restart your computer.
- 2 During the restart, press and hold the **F1** key. The main menu of the BIOS Setup utility opens.
- 3 Write down all the values in the menus and submenus, then exit from the utility.
- 4 Shut down your computer.
- 5 Remove the side panel by following the instructions in [“Removing the side panel”](#) on page 120.
- 6 For more stability, place your computer on its side. To avoid scratching the case, place it on a towel or other non-abrasive surface.
- 7 Locate the old battery on the system board and note its orientation. You will need to install the new battery the same way.



- 8 Push the battery release tab. The battery pops out of the socket.

- 9 Make sure that the positive (+) side of the new battery is facing up, then press the battery into the socket until it snaps into place.
- 10 Replace the side panel by following the instructions in [“Replacing the side panel”](#) on [page 123](#).
- 11 Reconnect all external cables and the power cord.
- 12 Turn on your computer.
- 13 Open the BIOS Setup utility.
- 14 In the BIOS Setup utility, restore any settings that you wrote down in [Step 3](#).
- 15 Save all your settings and exit the BIOS Setup utility.  
■

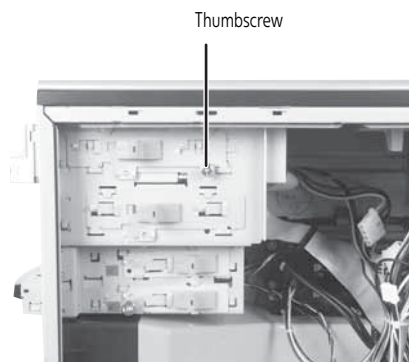
## Replacing a CD, DVD, or diskette drive, or a memory card reader

**Tip**

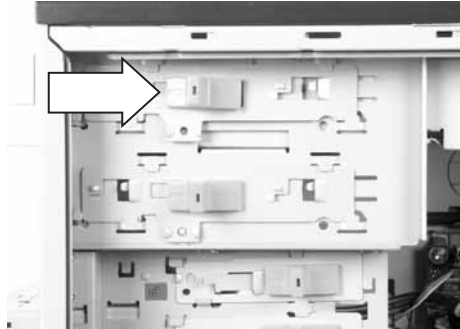
You need a Phillips screwdriver to add or replace a CD, DVD, or diskette drive, or a memory card reader.

**► To replace a CD, DVD, or diskette drive, or a memory card reader:**

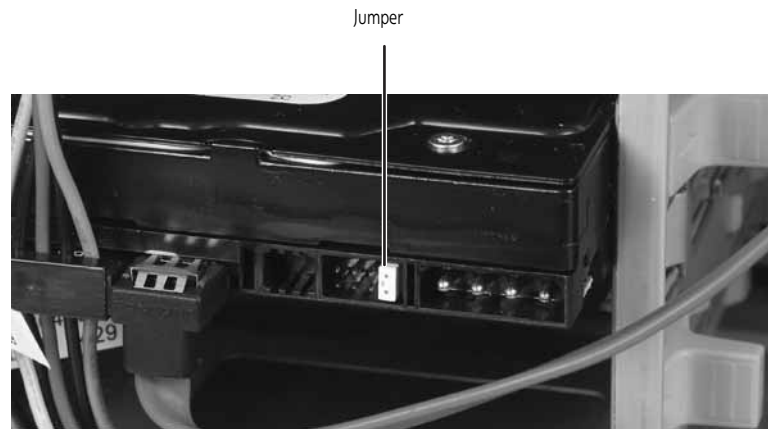
- 1 Remove the side panel by following the instructions in [“Removing the side panel”](#) on [page 120](#).
- 2 Remove the front bezel by following the instructions in [“Removing the front bezel”](#) on [page 122](#).
- 3 If you are replacing an existing drive or card reader, disconnect the cables from the device, noting their locations and orientation. You will reconnect the cables after you install the new component. (CD/DVD drive shown.) If you are installing a new drive or card reader, go to [Step 8](#).
- 4 Remove the thumbscrew from the drive or reader.



- 5 Slide the drive release latch toward the back of the computer to the Unlocked position.



- 6 Slide the drive or card reader forward and out of the drive bay.
- 7 Note any jumper settings on the old device and set the jumper on the new drive to be the same.



**✓ Important**

The color and shape of your replacement component's front cover may vary from your original component.

- 8 Slide the new drive or card reader into the drive bay (the drive release latch should be in the Unlocked position), then slide the drive release latch toward the front of the computer to the Lock position. If you are installing a new drive or card reader, set the jumper according to the manufacturers instructions.
- 9 Reconnect the drive cables using your notes from [Step 3](#).
- 10 Replace the front bezel by following the instructions in ["Replacing the front bezel"](#) on [page 123](#).
- 11 Replace the side panel by following the instructions in ["Replacing the side panel"](#) on [page 123](#).

# Adding or replacing a hard drive

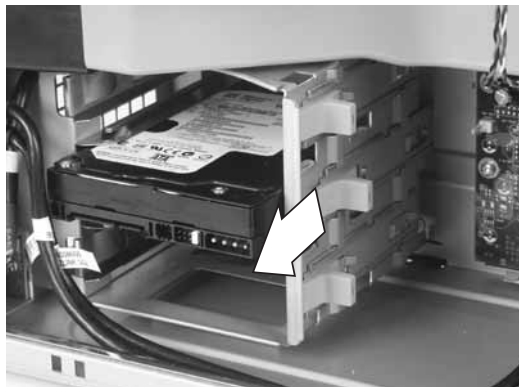
Use this procedure to add or replace a hard drive in one of the three hard drive bays. Your computer supports as many as three 1-inch high, 3.5-inch SATA (standard) or SCSI (optional on some models) hard drives. You can purchase additional drives through your Gateway Sales or Customer Care representative.

► **To add or replace a hard drive:**

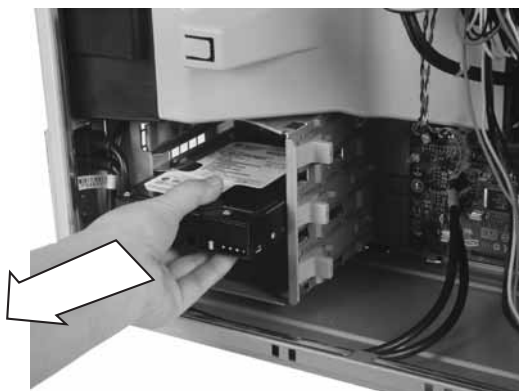
**Tip**

You need a Phillips screwdriver to add or replace a hard drive.

- 1 Back up files any files you want to save from the hard drive being replaced.
- 2 Remove the side panel by following the instructions in [“Removing the side panel” on page 120](#).
- 3 If you are adding a new drive, go to [Step 8](#). If you are replacing an existing drive, go to the next step.
- 4 Disconnect the drive cables, noting their locations and orientation. (You will reconnect the cables after you install the new drive.)
- 5 Slide the drive release latch in the direction shown.

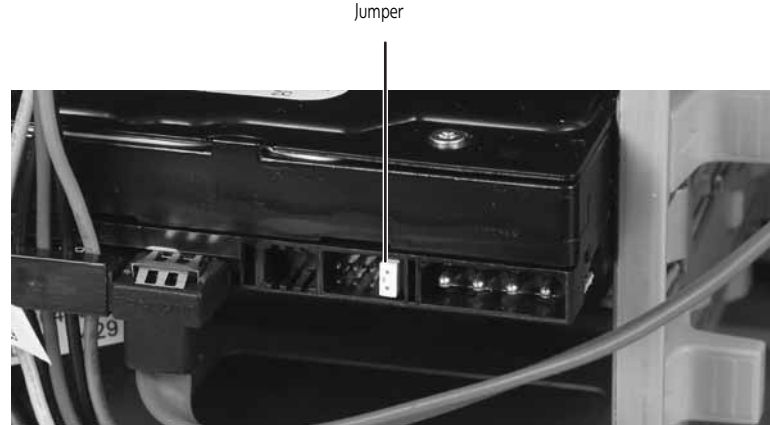


- 6 Remove the hard drive.





- 7 Note any jumper settings on the old drive and set the jumper on the new drive to be the same.



- 8 Slide the new drive into the drive bay (the drive release latch should be in the Unlocked position), then slide the drive release latch back, locking the drive into the bay.
- 9 If you are adding a drive, connect the drive cables to the new drive and set the jumper according to the manufacturer's instructions.  
- OR -  
If you are replacing a drive, reconnect the drive cables using your notes from [Step 4](#).
- 10 Replace the side panel by following the instructions in ["Replacing the side panel" on page 123](#).
- 11 Reconnect all external cables and the power cord.
- 12 Turn on your computer.
- 13 If Windows does not start, install Windows using the CD that came with your computer, then install the drivers and applications using the Companion CD provided. Follow any instructions that may be printed on the Windows CD.  
■

## Replacing the front fan

*front fan.*

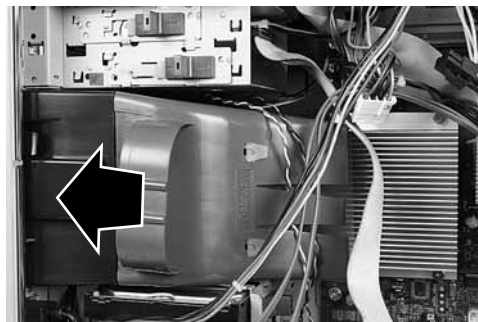
### ► To replace the front fan:



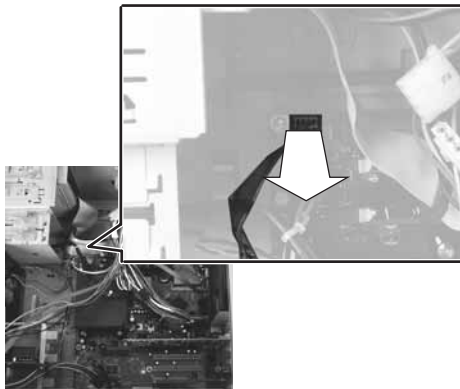
#### Tip

You need a Phillips screwdriver to add or replace the front fan.

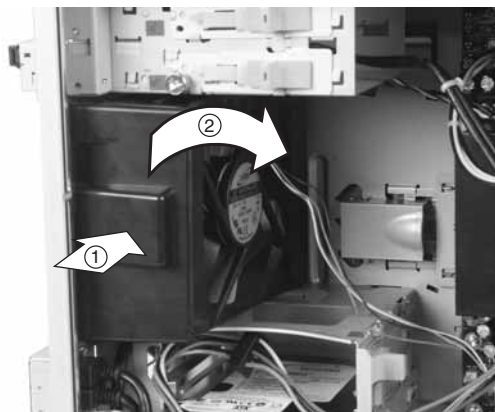
- 1 Remove the side panel by following the instructions in ["Removing the side panel" on page 120](#).
- 2 Remove the fan cover by squeezing the top and bottom, then pulling it out.



- 3 Disconnect the fan cable from the system board. The location of the fan connection may vary, so make sure that you trace the fan cable from the fan to the system board.



- 4 Remove the fan mount by pressing in on the flat area near the front, then rotating the fan mount back.



- 5 Slide the old fan out of the fan mount.
- 6 Slide the new fan into the fan mount.

**⚠ Caution**

Be careful not to catch the wires connecting the power button to the system board when rotating the fan mount. A notch has been provided for routing these wires.

- 7 Insert the tabs on the rear of the fan mount into the slots provided, then rotate the mount into place. The mount should lock into place.
- 8 Reconnect the fan cables to the system board.
- 9 Replace the fan cover.
- 10 Replace the side panel by following the instructions in [“Replacing the side panel”](#) on [page 123](#).

■

# Replacing the rear fan

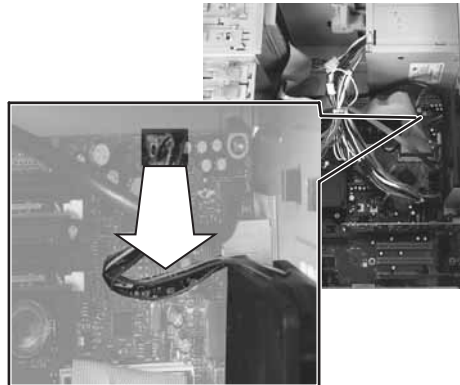
► **To replace the rear fan:**



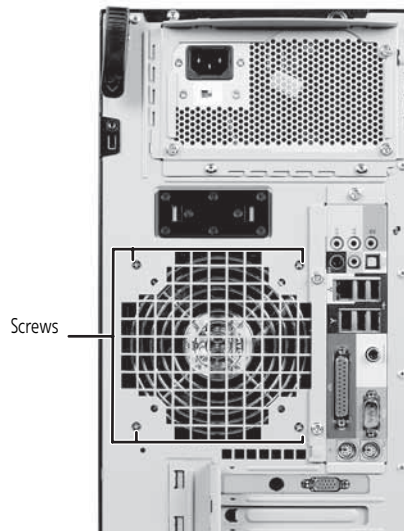
**Tip**

You need a Phillips screwdriver to add or replace the rear fan.

- 1 Remove the side panel by following the instructions in [“Removing the side panel” on page 120.](#)
- 2 Disconnect the fan from the system board. The location of the fan connection may vary, so make sure that you trace the fan cable from the fan to the system board.



- 3 Remove the four screws that secure the fan to the back of the case, then remove the fan.



- 4 Place the new fan on the back of the computer, then replace the screws that secure it to the back of the case.
- 5 Reconnect the fan cables to the system board.
- 6 Replace the side panel by following the instructions in [“Replacing the side panel” on page 123.](#)
- 7 Reconnect all external cables and the power cord.
- 8 Turn on your computer.  
■

# Replacing the power supply

► **To replace the power supply:**



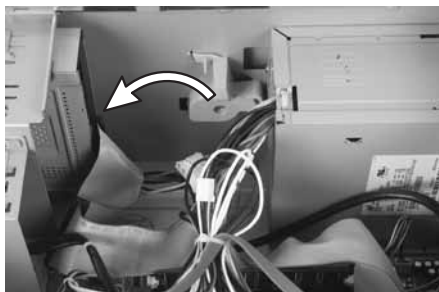
**Tip**

You need a Phillips screwdriver to replace the power supply.

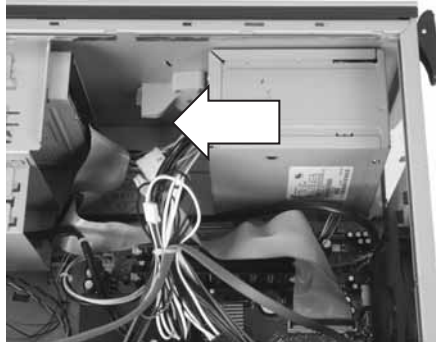
- 1 Remove the side panel by following the instructions in [“Removing the side panel”](#) on [page 120](#).
- 2 For more stability, place your computer on its side. To avoid scratching the case, place it on a towel or other non-abrasive surface.
- 3 Disconnect the power supply cables from all components (such as hard drives, CD or DVD drives, and the system board), noting their locations and orientation. (You will reconnect the cables after you install the new power supply.)
- 4 Remove the three screws that secure the power supply to the computer.



- 5 Squeeze the power supply retention mechanism, then rotate it counter-clockwise.



- 6 Slide the power supply away from the back of the computer, then lift it up and out of the case.



- 7 Install the new power supply into the case, return the power supply retention mechanism to its original position, then install the three screws to secure the power supply to the case.
  - 8 Reconnect the power supply cables using your notes from [Step 3](#).
  - 9 Replace the side panel by following the instructions in [“Replacing the side panel” on page 123](#).
- 

## Replacing the heat sink and processor

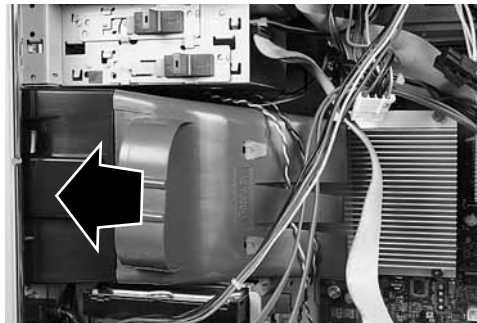
### ► To replace the heat sink and processor:



#### Tip

You need a Phillips screwdriver to add or replace the heat sink.

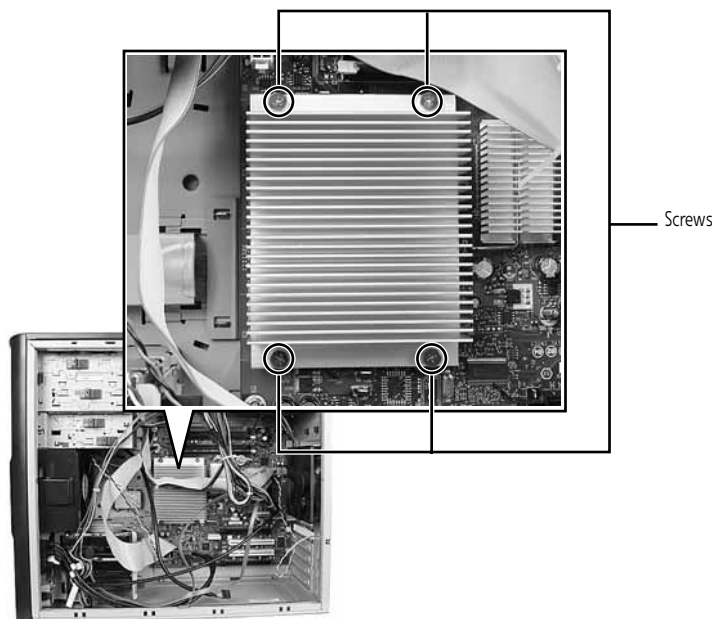
- 1 Remove the side panel by following the instructions in [“Removing the side panel” on page 120](#).
- 2 For more stability, place your computer on its side. To avoid scratching the case, place it on a towel or other non-abrasive surface.
- 3 Remove the fan cover by squeezing the top and bottom, then pulling it out.



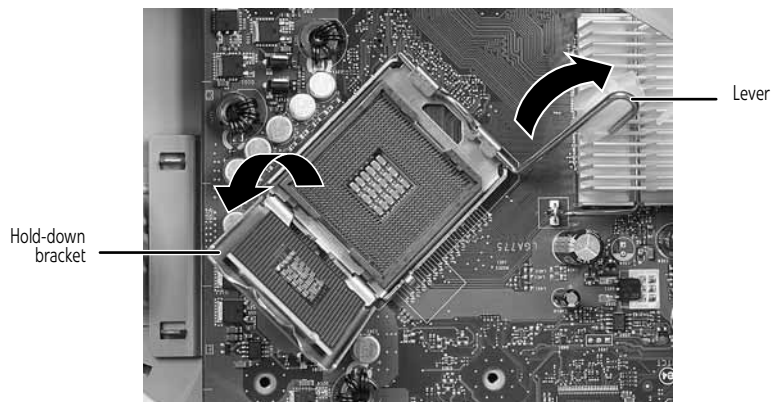
#### Caution

The heat sink has Thermal Interface Material (TIM) located on the bottom of it. Use caution when you remove the old heat sink or unpack the new heat sink so you do not damage the TIM.

- 4 Loosen the four screws that secure the heat sink to the system board, then remove the heat sink.



- 5 Release the processor by pushing down on the lever, then lifting the lever completely up.



- 6 Lift the hold-down bracket off the processor.
- 7 Lift the processor out of the socket and place it in a static-free bag for storage.
- 8 Install the new processor onto the system board, making sure that the processor is within the socket body and that the two orientation notches in the edges of the processor fit into the orientation keys on the socket, then close the hold-down bracket and move the lever to its locked position.
- 9 Place the heat sink on the processor, making sure the Thermal Interface Material (TIM) is aligned between the heat sink and the processor, then tighten the screws that secure the heat sink to the system board.
- 10 Return your computer to the upright position.
- 11 Replace the side panel by following the instructions in [“Replacing the side panel” on page 123](#).

■

# Replacing the I/O panel

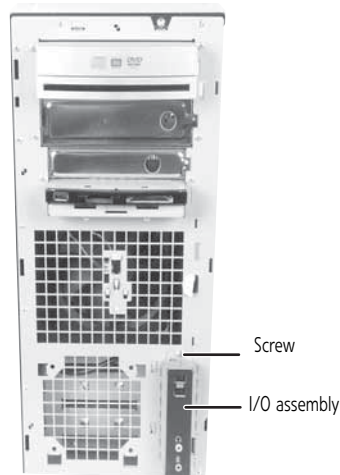


## Important

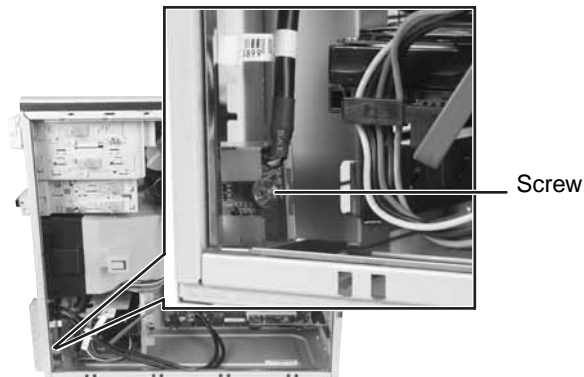
The color and shape of your replacement component's front cover may vary from your original component.

### ► To replace the front I/O panel:

- 1 Remove the side panel by following the instructions in ["Removing the side panel" on page 120.](#)
- 2 Remove the bezel by following the instructions in ["Removing the front bezel" on page 122.](#)
- 3 Remove the screw that secures the front I/O assembly to the computer, then remove the I/O assembly.



- 4 Remove the screw that secures the front I/O panel board to the computer, then remove the I/O panel board by pushing it toward the back of the computer.



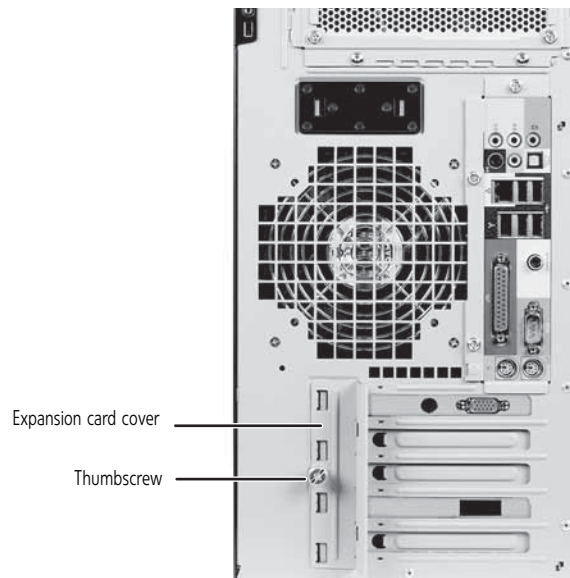
- 5 Disconnect the cable from the old I/O panel board and connect it to the new I/O panel board.
- 6 Insert the new I/O panel board into the computer, then replace the screw.
- 7 Place the front I/O assembly onto the computer, then replace the screw.
- 8 Replace the front bezel by following the instructions in ["Replacing the front bezel" on page 123.](#)
- 9 Replace the side panel by following the instructions in ["Replacing the side panel" on page 123.](#)



# Adding or replacing an expansion card

► **To add or replace an expansion card:**

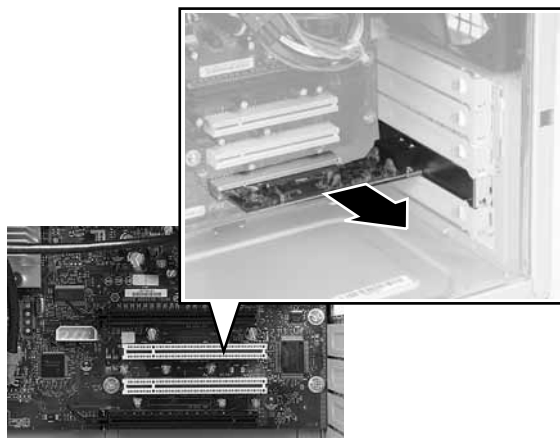
- 1 Remove the side panel by following the instructions in [“Removing the side panel” on page 120](#).
- 2 For more stability, place your computer on its side. To avoid scratching the case, place it on a towel or other non-abrasive surface.
- 3 Remove the thumbscrew from the expansion card cover, then remove the cover.



- 4 If you are replacing an expansion card, go to the next step. If you are adding an expansion card, go to [Step 7](#).
- 5 Disconnect any cables that are attached to the card, noting their locations and orientation. (You may need to reconnect the cables after you install the new card.)
- 6 Remove the old expansion card. You can slightly seesaw the card end-to-end to loosen the card, but do not bend the card sideways.

**⚠ Caution**

Do not touch the contacts on the bottom part of the expansion card. Touching the contacts can cause electrostatic damage to the card.



- 7 Install the new card into the expansion slot. You can slightly seesaw the card end-to-end to help insert the card, but do not bend the card sideways.

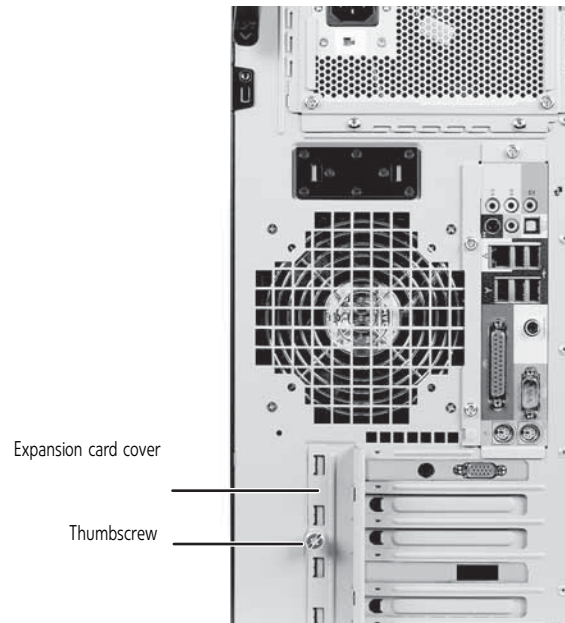


- 8 Reconnect the expansion card cables (if any) using your notes from [Step 5](#) or the manufacturer's instructions.
- 9 Replace the expansion card cover and the thumbscrew you removed previously.
- 10 Return your computer to the upright position.
- 11 Replace the side panel by following the instructions in ["Closing the case"](#) on page 123.

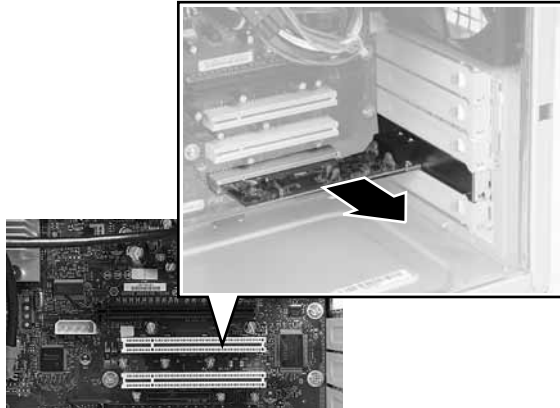
## Replacing the system board

► **To replace the system board:**

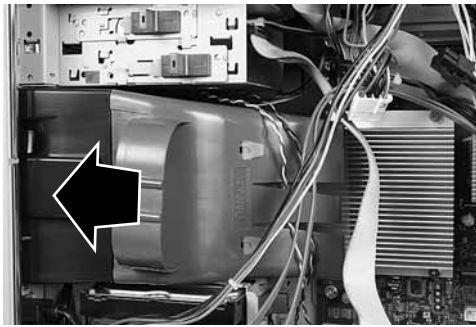
- 1 Remove the side panel by following the instructions in ["Removing the side panel"](#) on page 120.
- 2 For more stability, place your computer on its side. To avoid scratching the case, place it on a towel or other non-abrasive surface.
- 3 Disconnect any cables that are attached to any expansion cards, noting their locations and orientation. (You will reconnect the cables after you install the cards on the new board.)
- 4 Remove the thumbscrew from the expansion card cover, then remove the cover.



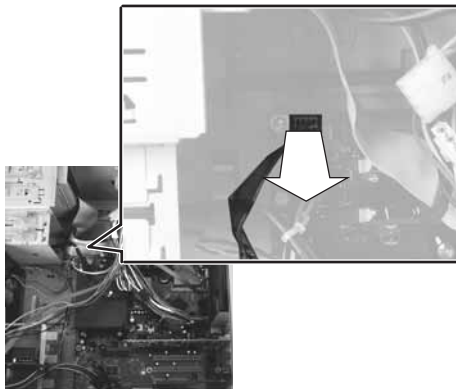
- 5 Remove the expansion cards. You can slightly seesaw the cards end-to-end to loosen them, but do not bend the cards sideways.



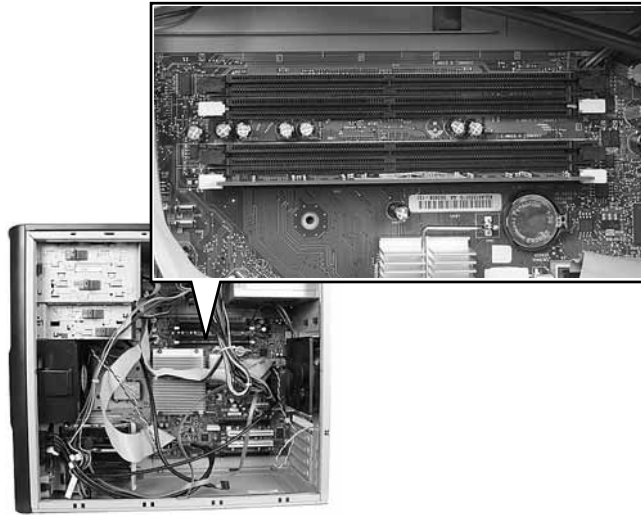
- 6 Remove the fan cover by squeezing the top and bottom, then pulling it out.



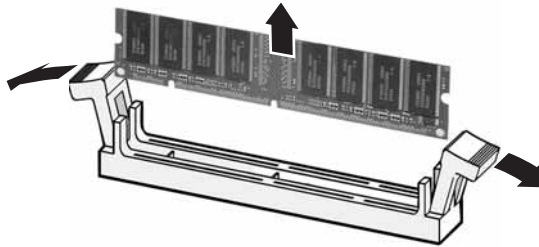
- 7 Disconnect the fans (front and rear) from the system board. The location of the fan connections may vary, so make sure that you trace the fan cables from the fans to the system board.



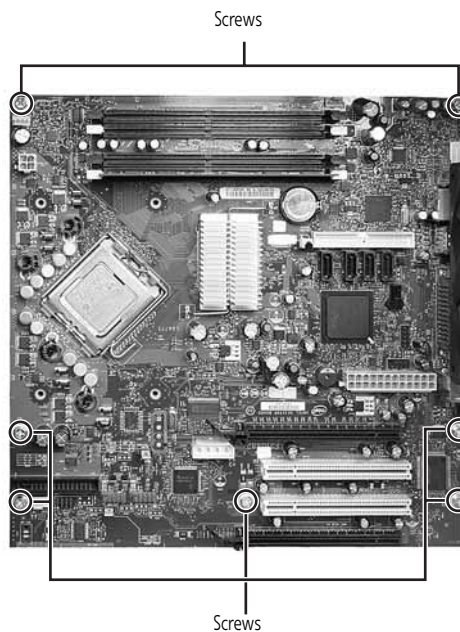
- 8 Find the memory module banks on your system board.



- 9 Gently pull the plastic tabs away from the sides of the memory modules and remove them.



- 10 Disconnect the power and data cables from the system board, noting their locations and orientation. (You will reconnect the cables after you install the new board.)
- 11 Remove the seven system board screws.



- 12 Lift the system board up and out of the case.

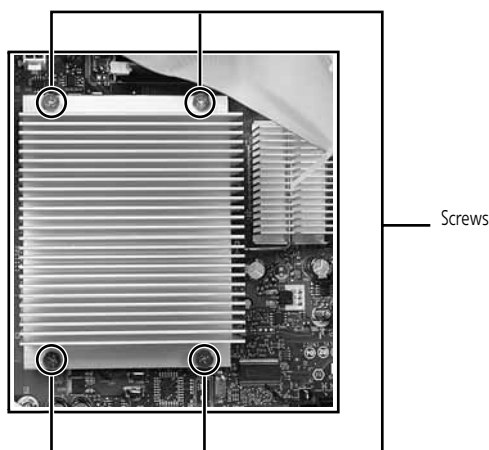
- 13 Align the new system board on the screw holes in the case, then secure it into the case with the screws.
- 14 If your replacement system board does not include a processor, go to the next step.  
-OR-  
If your replacement system board includes a processor, go to [Step 20](#).



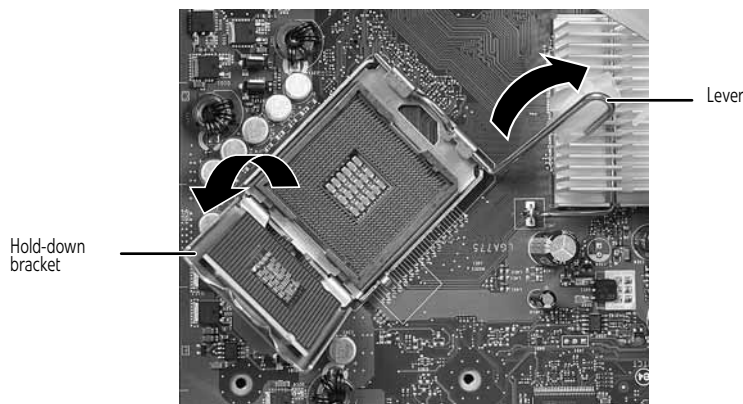
**Caution**

The heat sink has Thermal Interface Material (TIM) located on the bottom of it. Use caution when you remove the old heat sink or unpack the new heat sink so you do not damage the TIM.

- 15 Loosen the four screws that secure the heat sink to the system board, then remove the heat sink.



- 16 Release the processor by pushing down on the lever, then lifting the lever completely up.



- 17 Lift the hold-down bracket off the processor, then remove the processor.
- 18 Install the processor onto the new system board, making sure that the processor is within the socket body and that the two orientation notches in the edges of the processor fit into the orientation keys on the socket, then close the hold-down bracket and move the lever to its locked position.
- 19 Place the heat sink on the processor, making sure the Thermal Interface Material (TIM) is aligned between the heat sink and the processor, then tighten the screws that secure the heat sink to the system board.
- 20 Connect the power and data cables using your notes from [Step 10](#).
- 21 Reconnect the fan cables, then replace the fan cover.
- 22 Reinstall the memory you removed previously.

- 23 Reinstall any expansion cards, using your notes from [Step 3](#), then replace the expansion card cover and the thumbscrew.
- 24 Return your computer to the upright position.
- 25 Replace the side panel by following the instructions in ["Replacing the side panel" on page 123](#).
  -



# CHAPTER 13

## Troubleshooting

- [Safety guidelines](#)
- [First steps](#)
- [Troubleshooting](#)
- [Telephone support](#)

# Safety guidelines

While troubleshooting your computer, follow these safety guidelines:



## Warning

Never remove your computer case cover while your computer is turned on and while the modem cable, network cable, and power cord are connected.



## Warning

Make sure that you are correctly grounded before accessing internal components. For more information about preventing damage from static electricity, see "Preventing static electricity discharge" in your hardware reference.



## 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 case was damaged

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

# First steps

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

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



## Help

For more information about troubleshooting, click **Start**, then click **Help and Support**. Type the keyword/phrase **troubleshooting** in the **Search Help** box, then click **ENTER**.

# Troubleshooting

Troubleshooting topics are listed in alphabetical order.

## Audio

See ["Sound"](#) on page 156.



## CD or DVD drives

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

- Make sure that the disc label is facing up, then try again.
- Try a different disc. Occasionally discs are flawed or become scratched and cannot be read by the CD or DVD drive.
- If you are trying to play a DVD, make sure that you have a DVD drive. To identify your drive type, see [“Identifying drive types” on page 46](#).
- Your computer may be experiencing some temporary memory problems. Shut down and restart your computer.
- Some music CDs have copy protection software. You may not be able to play these CDs on your computer.
- Clean the disc. For more information, see [“Cleaning optical discs” on page 108](#).
- Restart your computer, then enter the BIOS Setup utility by pressing and holding **F2** while your computer restarts. Make sure that the IDE controllers are enabled.
- Make sure that the drive is configured correctly by following the instructions in the drive documentation.
- Reinstall the device driver.

### An audio CD does not produce sound

- Make sure that the disc label is facing up, then try again.
- Some music CDs have copy protection software. You may not be able to play these CDs on your computer.
- Make sure that the volume controls are turned up. For more information, see [“Playing music and movies” on page 54](#).
- Make sure that the mute controls are turned off. For more information, see [“Playing music and movies” on page 54](#).
- Make sure that the speaker cables are connected correctly and securely.
- Shut down and restart your computer.
- Clean the disc. For more information, see [“Cleaning optical discs” on page 108](#).
- Reinstall the audio device drivers.

### A DVD movie will not play

- Make sure that you have a DVD drive. To identify your drive type, see [“Identifying drive types” on page 46](#).
- Make sure that the disc label is facing up, then try again.
- Try a different disc. Occasionally discs are flawed or become scratched and cannot be read by the DVD drive.
- Shut down and restart your computer.
- Clean the disc. For more information, see [“Cleaning optical discs” on page 108](#).
- Reinstall the device driver.
- Make sure that the DVD program has been installed on your computer.
- DVDs and DVD drives contain *regional codes* that help control DVD title exports and help reduce illegal disc distribution. To be able to play a DVD, the disc’s regional code and your DVD drive’s regional code must match.

The regional code on your DVD drive is determined by your computer’s delivery address. The regional code for the United States and Canada is 1. The regional code for Mexico is 4. Your DVD drive’s regional code must match the regional code for the disc. The regional code for the disc is on the disc, disc documentation, or disc packaging.

If the DVD movie does not play, the disc’s regional code and your DVD drive’s regional code may not match.

## Diskette drive

### The diskette drive is not recognized

- Shut down and restart your computer.

### You cannot save a file to diskette or you see the message “disk is full or write-protected”

- Make sure that the write-protection tab on the upper-right corner of the diskette is down (unprotected).
- Delete unnecessary files on the diskette and try again.
- Make sure that the diskette you are using is IBM-compatible.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.
- Run Error-checking on the diskette. For more information, see [“Checking the hard drive for errors” on page 113](#). If errors are detected and corrected, try using the diskette again.

### You see an “Access Denied” or “Write protect” error message

- Move the write-protection tab in the upper-right corner of the diskette down (unprotected).
- The diskette may be full. Delete unnecessary files on the diskette and try again.
- Make sure that the diskette you are using is IBM-compatible.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.

### You see a “Disk is full” error message

- Delete unnecessary files on the diskette.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.
- Run Error Checking on the diskette. For more information, see [“Checking the hard drive for errors” on page 113](#).

### You see a “Non-system disk” or “Disk error” error message

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

### The diskette drive LED is lit continuously

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

## DVD drives

- See [“CD or DVD drives” on page 145](#).

## Ethernet

### You cannot see the other computers on your network

- Make sure that your Ethernet cable is plugged into the Ethernet jack on your computer. Make sure that the other end is plugged into a router.
- Make sure that all computers are plugged into a powered electrical outlet and turned on.
- Make sure that the router is plugged into a powered electrical outlet and turned on. Most routers have lights that indicate they are working. For more information, see the documentation that came with your router.
- Make sure that all computers on your network have the same workgroup name.
- Make sure that all computers are using the same Subnet Mask.
- If you assigned IP addresses to the computers, make sure that all computers have different IP addresses. For home networks, IP addresses should be 192.168.N.N where N is a number you assign between 0 and 254. The first N should be the same for all computers on your network and the second N should be different for all computers on your network.

### The computer does not recognize an add-in Ethernet card

- Shut down and restart your computer.
- Make sure that you have installed the required software. For more information, see the documentation that came with your Ethernet card.
- Reseat the card. For more information, about opening your computer case, see your hardware reference. For more information about your Ethernet card, see the documentation that came with your Ethernet card.

### Your Ethernet network is running slower than you expect

- If your Ethernet network is running slower than you expect, check the speed of each Ethernet component. For best results, all Ethernet components should be standard Ethernet (10 Mbps), Fast Ethernet (100 Mbps or 10/100 Mbps), or Gigabit Ethernet (1000 Mbps or 10/100/1000 Mbps). A mixture of Ethernet, Fast Ethernet, and Gigabit Ethernet components will result in your network running at the slowest component speed.

## Expansion cards

### The computer does not recognize an expansion card

- Shut down and restart your computer.
- Make sure that you have installed the required software. For more information, see the documentation that came with your expansion card.

## File management



### Help

For more information about restoring deleted files, click **Start**, then click **Help and Support**. Type the keyword/phrase **System Restore** in the **Search Help** box, then press **ENTER**.

### A file was accidentally deleted

If a file was deleted while holding down the **SHIFT** key, the file cannot be restored.

#### ► To restore deleted files:

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

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



## Hard drive

### You see an “Insufficient disk space” error message

- Delete unnecessary files from the hard drive using Disk Cleanup. For instructions on deleting unnecessary files, see [“Deleting unnecessary files” on page 112](#).



#### Help

For more information about file management, click **Start**, then click **Help and Support**. Type the phrase **file management** in the **Search Help** box, then press **ENTER**.

- Empty the Recycle Bin by right-clicking the **Recycle Bin** icon, then clicking **Empty Recycle Bin**.



#### Caution

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

- Save your files to another drive. If the hard drive is full, copy any files not regularly used to backup media, then delete them from the hard drive.

### You see a “Data error” message

- This may be the result of a defective area on the hard drive. To fix hard drive problems, run the Error checking program. For instructions on fixing hard drive problems, see [“Checking the hard drive for errors” on page 113](#).

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

- If a diskette is in the diskette drive, eject it and restart your computer.
- If your computer has been subjected to static electricity or physical shock, you may need to reinstall the operating system.

### You see a “Non-system disk” or “disk error” error message

- Eject the diskette from the diskette drive, then press **ENTER**.

## Internet

See also [“Modem \(dial-up\)” on page 152](#).

### You cannot connect to the Internet

- If you are using a dial-up modem, make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack. See your hardware reference or setup poster to make sure that the connections have been made correctly.  
- OR -  
If you are using a cable or DSL modem, make sure that the modem cable is plugged into the Ethernet network jack and not the modem jack. See your hardware reference or setup poster to make sure that the connections have been made correctly.
- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP technical support for help.
- Make sure that you do not have a problem with your modem. For more information, [“Modem \(dial-up\)” on page 152](#).



#### Help

For more information about the Internet, click **Start**, then click **Help and Support**. Type **Internet** in the **Search Help** box, then press **ENTER**.

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

- This problem can occur when you have typed a URL (Web address) incorrectly, you have lost your Internet connection, or your ISP is having technical difficulties.
- Double-check the URL or try a different URL. If the error message still appears, disconnect from the ISP connection and close your browser, then reconnect and open the browser. If you still get the error, your ISP may be having technical difficulties.

### **Connecting to a Web site takes too long**

Many factors can affect Internet performance:

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

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

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

## Keyboard

### **The keyboard does not work**

- Make sure that the keyboard cable is plugged in correctly. For more information, see the poster that came with your computer.
- Remove all extension cables and switch boxes.
- Clean the keyboard by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.
- Try a keyboard that you know works to make sure that the keyboard port works.
- Reinstall the keyboard device driver.

### **A keyboard character keeps repeating or you see a "keyboard stuck" or "key failure" error message**

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

### **Liquid spilled in the keyboard**

- If you spilled liquid in the keyboard, turn off your computer and unplug the keyboard. Clean the keyboard and turn it upside down to drain it. Let the keyboard dry before using it again. If the keyboard does not work after it dries, you may need to replace it.

## Media Center

To view Media Center troubleshooting information that is not covered in this section, go to the Gateway support Web Site at [www.gateway.com](http://www.gateway.com).

---

### **Help**

For more information about Windows Media Center, click **Start**, then click **Help and Support**. Type the phrase **Windows Media Center** in the **Search Help** box, then press ENTER.

---

### **The Media Center video display looks bad on your TV**

Many factors, such as the display type, quality of the video source, type of connection used, quality of video cables, display device screen resolution, size of TV, age of the TV, or the type of TV (interlaced or progressive scan), can affect the video quality significantly:

- **Display type**—The Media Center is best viewed on display devices that were offered with the Media Center computer when you purchased it from Gateway. Other types of display devices, including retail TVs, may provide lower quality video. If you did not order a display device when you purchased your Media Center computer, a progressive scan display device with a VGA input is the best choice.
- **Quality of video source**—The quality of the video signal coming into the Media Center computer has an affect on the video quality. The video displayed from the Media Center is only as good as the source video signal. Cable, digital cable, and satellite usually provide better quality than an antenna.
- **Type of connection used**—You can connect the Media Center computer video output to a TV. However, the connection type has an affect on the video quality. The Media Center has two video outputs:
  - **VGA**—If your TV includes a VGA port, connect the VGA cable from the Media Center computer's VGA (monitor) port to the TV's VGA In port for the best quality. Many TVs do not have a VGA port.
  - **S-Video**—If your TV does not have a VGA port, but includes an S-Video port, connect the S-Video cable from the Media Center computer's S-Video Out port to the TV's S-Video In port. S-Video display quality is usually good for TV images. The display quality for the Media Center computer functions, however, is not as good as VGA output. S-Video display output is not optimized for computer video display.
- **Quality of video cables**—Poor quality or the incorrect type of video cables can cause problems and affect the video quality. Gateway recommends using high-quality video cables that can be purchased from the Gateway Accessory Store.  
Note: Cable connections must be made correctly for optimal video quality. A poor cable connection can lower video quality.
- **Screen resolution**—By default, if your display device was purchased with the Media Center computer, the computer uses a screen resolution of 1024 × 768 for computer monitors and 800 × 600 for the Gateway 42-inch Plasma TV. Many TVs cannot display this high of a resolution and may shift, scramble, or scroll the picture. For a better picture on a TV display, you may need to lower the Media Center screen resolution to 800 × 600 or 640 × 480. For more information about changing the screen resolution, see "[Changing color depth and screen resolution](#)" on page 68.
- **Size of display device**—Small computer monitors for standard computer applications are generally not optimized for motion video playback. Although they offer excellent resolutions and refresh rates, they are designed to make static white backgrounds with black text look readable. Some small display devices do not make colorful motion video look its best. Generally, video will look better on a larger display device.
- **Age of the TV**—Newer TVs usually have more advanced features, produce a better quality picture, and support higher screen resolutions. The Media Center video display will likely be better on a newer model TV.
- **Type of TV** (interlaced or progressive scan)
 

Many TVs use interlaced video. Interlaced video displays a video frame with two passes of alternating scan lines. The TV screen first displays the video image odd lines one at a time, sequentially from top to bottom, then it fills in the other half of the video image with the even lines. Because most TVs use this interlaced method to display the picture on the screen, a standard interlaced analog TV will most likely flicker when displaying thin lines and small text. An interlaced video display device will produce a lower quality display, especially when viewing and using the Media Center computer functions.

Progressive scan video displays a video frame with one pass of sequential scan lines. A progressive scan TV displays the entire picture, drawn sequentially from top to bottom, without the odd/even interlacing. This results in a fuller, sharper picture and better display quality for viewing and using the Media Center computer functions. The progressive scan picture is also brighter and easier on your eyes.

#### You need to configure your Media Center computer to output to a TV

- Your Media Center computer detects whether you are using a VGA or an S-Video display device and automatically changes the display settings for the type of display device you are using. For more information, see the Gateway support Web site at: [www.gateway.com](http://www.gateway.com).

**You want to change display settings to get better TV or DVD image quality**

- Adjust the display device brightness, contrast, hue, and saturation. For more information, see the Gateway support Web site at: [www.gateway.com](http://www.gateway.com).

**You want to know whether you can burn programs that were recorded with your Media Center computer to a DVD**

- Yes, you can. The Media Center saves recorded programs in the DVR-MS format. You can burn a DVR-MS file to a DVD with DVD recording (burning) software and with the Media Center itself.

**You want to know whether you can play recorded programs on other computers**

- Yes, you can. A DVR-MS file recorded to DVD can be replayed on another Media Center computer or on a non-Media Center computer that has a DVD player and DVD decoder software (such as WinDVD). The non-Media Center computer must also have at least Windows XP with Service Pack (SP) 1 or 2, Windows Media Player 9 or later, and the Windows patch Q810243 Update.

**You want to know whether you can play recorded programs on your home DVD player**

- Yes, you can. DVDs recorded with the Media Center can be played on a home DVD player.

**You get a "Download Error" message when the Media Center tries to update the Program Guide:**

- You must be connected to the Internet to update the Program Guide. Make sure that your Internet account is set up and connected to the Media Center computer. For information about manually updating the Program Guide, see ["Using Windows Media Center" on page 64](#).

## Memory



**Help**

For more information about troubleshooting memory errors, click **Start**, then click **Help and Support**. Type the phrase **memory error** in the **Search Help** box, then click ENTER.

**You see a "Memory error" message**

- Use a third-party diagnostic program to help determine if a memory module is failing.

**You see a "Not enough memory" error message**

- Close all programs, then restart your computer.

## Memory card reader

**Drive letters for the memory card slots do not appear in the My Computer window**

- Reboot your computer.

## Modem (cable or DSL)



**Tip**

For the location of your network jack, see the poster or hardware guide.

- See the documentation that came with your modem for additional troubleshooting information.

## Modem (dial-up)

- See also “Internet” on page 148.

### Your modem does not dial or does not connect

- Make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack. See your hardware reference or setup poster to make sure that the connections have been made correctly.
- Make sure that your computer is connected to the telephone line and the telephone line has a dial tone.
- 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 that the modem dialing properties are set correctly.

#### ► To check the dialing properties:

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens.
- 2 Click **Hardware and Sound**, then click **Phone and Modem Options**. The *Phone and Modem Options* dialog box opens.
- 3 If this is the first time you have accessed this category, the *Location Information* dialog box opens. Enter the information for your area, then click **OK**.
- 4 Click the **Dialing Rules** tab, click the location from which you are dialing, then click **Edit**.
- 5 Make sure that all settings are correct.



#### Help

For more information about dialing properties, click **Start**, then click **Help and Support**. Type the keyword **dialing** in the **Search Help** box, then click **ENTER**.

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

### You cannot connect to the Internet

- The ISP may be having technical difficulties. Contact your ISP for technical support.
- See if the modem works with a different communications program. The problem may be with just one program.
- Review the troubleshooting information under “Internet” on page 148.



### Your 56K modem does not connect at 56K

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

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

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

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

### The modem is not recognized by your computer

- Make sure that the line connected to the modem is working and plugged into the appropriate port on your computer. See your hardware reference or setup poster to make sure that the connections have been made correctly.
- If the modem shares the telephone line with another device, make sure that 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 click **Control Panel**. The *Control Panel* window opens.
- 3 Click **Hardware and Sound**, then click **Phone and Modem Options**. The *Phone and Modem Options* dialog box opens.
- 4 Click the **Modems** tab, click your modem, then click **Properties**. The *Modem Properties* dialog box opens.
- 5 Click the **Diagnostic** tab, then click **Query Modem**. If information about the modem appears, the modem passed diagnostics. If no modem information is available, a white screen appears with no data, or if you get an error such as *port already open* or *the modem has failed to respond*, the modem did not pass diagnostics.



#### Help

For more information about modem troubleshooting, click **Start**, then click **Help and Support**. Type the phrase **modem troubleshooting** in the Search Help box, then click ENTER.



### The modem is noisy when it dials and connects

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

#### ► To turn down the modem volume:

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens.
- 2 Click **Hardware and Sound**, then click **Phone and Modem Options**. The *Phone and Modem Options* dialog box opens.
- 3 Click the **Modems** tab, click the modem you want to adjust, then click **Properties**.
- 4 Click the **Modem** tab, then adjust the **Speaker volume** control.
- 5 Click **OK** twice to close the *Phone and Modem Options* dialog box.



## Monitor

### The screen resolution is not correct

- Change the screen resolution from the *Display Settings* dialog box. For more information, see [“Changing color depth and screen resolution” on page 68](#).

### The computer is running but there is no picture

- Make sure that the monitor is plugged in and turned on. If the monitor is turned on, the power LED should be lit.
- Adjust the brightness and contrast controls to the center position.
- Make sure that the monitor cable is connected to the video port on the back of your computer.
- Check the cable for bent or damaged pins.
- Reinstall the device driver.
- Connect a monitor that you know works to your computer.

### The color is not uniform

- Make sure that the monitor warms up for at least 30 minutes before making a final judgment about color uniformity.
- Make sure that:
  - Non-shielded speakers are not placed too close to the monitor.
  - The monitor is not positioned too close to another monitor, electric fan, fluorescent light, metal shelf, or laser printer.
  - You demagnetize the screen using the monitor’s degauss feature. For more information on degauss, see your monitor’s documentation.

### Why is there a horizontal line or wire visible across the monitor screen?

Your monitor may use a thin *damper* wire, located approximately 1/3 of the way down from the upper screen edge and 1/3 of the way up from the lower screen edge, to stabilize the internal aperture grille. These wires are most obvious when the monitor displays a white background. The aperture grille allows more light to pass through the screen for brighter colors and greater luminescence. The damper wire is a critical part of the overall monitor design and does not negatively affect the monitor's function.

### The text on the display is dim or difficult to read

- Adjust the brightness and contrast controls.
- 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. For more information, see [“Changing the appearance of windows and backgrounds” on page 69](#).
- Move the monitor away from sources of electrical interference, such as televisions, unshielded speakers, microwaves, fluorescent lights, and metal beams or shelves.

For more information about display types, see your monitor and video card documentation.



#### Help

For more information about changing the screen resolution, click **Start**, then click **Help and Support**. Type the phrase **screen resolution** in the **Search Help** box, then click ENTER.

## Mouse

### The mouse does not work

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

### The mouse works erratically

- If the mouse pointer begins moving erratically across the computer display or becomes difficult to control precisely, cleaning the mouse will likely improve its accuracy.
- Clean the mouse by wiping the bottom with a clean, damp cloth. Make sure that the optical sensor is clean and free of debris.

## Networks

### You cannot connect to your company network

Every network is unique. Contact your company computer department or network administrator for help. For more information about setting up a network in your home, see [“Networking Your Computer” on page 81](#).



#### Help

For more information about network troubleshooting, click **Start**, then click **Help and Support**. Type the phrase **network troubleshooting** in the **Search Help** box, then click **ENTER**.

## Passwords

### Your computer does not accept your password

- Make sure that **CAPS LOCK** is turned off, then retype the password.

## Power

### Your computer will not turn on

- Make sure that the power cord is connected to an AC power source and to your computer, and that your computer is turned on.
- If your computer is plugged into a surge protector, make sure that the surge protector is connected securely to an electrical outlet, turned on, and working correctly. To test the outlet, plug a working device, such as a lamp, into the outlet and turn it on.
- Make sure that the power cord is free from cuts or damage. Replace any damaged cables.

## Printer

### The printer will not turn on

- Make sure that the printer is online. Many printers have an online/offline button that you may need to press.
- Make sure that the power cable is plugged into an AC power source.

### The printer is on but will not print

- Check the cable between the printer and your computer. Make sure that it is connected to the correct port.
- Make sure that the printer is online. Many printers have an online/offline button that you may need to press so the printer can start printing. Press the button to put the printer online.
- Check the cable for bent or broken pins.
- If the printer you want to print to is not the default printer, make sure that you have selected it in the printer setup.

#### ► To set a default printer:

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens.
- 2 Click **Hardware and Sound**, then click the **Change Default Printer** option under the **Printers** category. The *Printer* window opens.

- 3 Right-click the printer you want to be the default printer, then click **Set as Default Printer**.



- Reinstall the printer driver. See the guide that came with your printer for instructions on installing the printer driver.

#### You see a “Printer queue is full” error message

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

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

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens.
- 2 Click **Hardware and Sound**, then click the **Printers** category. The *Printers* window opens.
- 3 Right-click the printer you want to use. If the menu shows a check mark next to **Use Printer Offline**, click **Use Printer Offline** to clear the check mark.



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

#### You see a “Printer is out of paper” error message

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



#### Help

For more information about printer troubleshooting, click **Start**, then click **Help and Support**. Type the phrase **printer troubleshooter** in the **Search Help** box, then click ENTER.

## Sound

#### You are not getting sound from the speakers

- Make sure that the speakers are turned on.
- Make sure that the volume controls are turned up. For more information, see [“Playing music and movies” on page 54](#).
- Make sure that mute controls are turned off. For more information, see [“Playing music and movies” on page 54](#).
- If you are using external speakers, see the speaker setup poster to check your speaker connections.
- Make sure that the universal jacks are configured correctly. For more information, see [“Configuring the audio jacks” on page 49](#).



#### Help

For more information about sound troubleshooting, click **Start**, then click **Help and Support**. Type the phrase **sound troubleshooter** in the **Search Help** box, then click ENTER.

# Telephone support

## Before calling Gateway Customer Care

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

- Make sure that your computer is connected correctly to a grounded AC outlet that is supplying power. If you use a surge protector, make sure that it is turned 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, see the manufacturer's documentation and technical support resources.
- If you have "how to" questions about using a program, see:
  - Online Help
  - Printed documentation
  - The Microsoft Windows documentation
  - The software publisher's Web site
- See the troubleshooting section of this chapter.



### Warning

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

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

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

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

## Telephone numbers

Gateway offers a wide range of customer service, Customer Care, and information services.

### Automated troubleshooting system

Service description	How to reach
Use an automated menu system and your telephone keypad to find answers to common problems.	800-846-2118 (US and Canada)

**Telephone numbers**

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

Resource	Service description	How to reach
Answers by Gateway	Get tutorial assistance for hardware and software issues.	<a href="http://www.gateway.com/answers">www.gateway.com/answers</a>
Gateway Customer Care	Talk to a Gateway Customer Care representative about a non-tutorial technical support question. (See <a href="#">"Before calling Gateway Customer Care"</a> on page 157 before calling)  TDD Customer Care (for hearing impaired) is available: Weekdays 8:00 a.m. - 10:00 p.m. Pacific Time Weekends 8:00 a.m. - 7:00 p.m. Pacific Time	Gateway Customer Care telephone numbers vary by country or region. See the label on the front or side of your computer.  605-232-2191
Sales, accounting, and warranty	Get information about available systems, pricing, orders, billing statements, warranty service, or other non-technical issues.	800-846-2000 (US) 888-387-7752 (Canada)

## Self-help

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

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

**Help**

For more *how-to* information about Windows, click **Start**, then click **Help and Support**. Type the keyword **practice** in the **Search Help** box, then click **ENTER**.

## Tutoring

Answers by Gateway<sup>SM</sup> is a telephone service that provides answers to all of your "How do I..." questions on Gateway computers. For more information, go to [www.gateway.com/answers](http://www.gateway.com/answers).

## Training

Gateway provides the following computer-based training:

Resource	Service description	For more information
Gateway Learning Libraries	A variety of courses and tutorials are available on CD. Select from several easy-to-use learning libraries.	<a href="http://www.gateway.com/training">www.gateway.com/training</a>
Online Training from Learn With Gateway	More than 450 online courses are available from Learn With Gateway. All you have to do is go online and log in. You select the subject matter, and the learning format (self-paced tutorials or virtual classrooms), all from the comfort of your computer.	<a href="http://www.learnwithgateway.com">www.learnwithgateway.com</a>

# APPENDIX **A**

## Legal Notices

- [Important safety information](#)
- [Regulatory compliance statements](#)
- [Environmental information](#)
- [Notices](#)

# Important safety information



## Warning

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

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.

## 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



## Warning

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.



## Warning

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

- 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.



# Regulatory compliance statements

## United States of America

### Federal Communications Commission (FCC) Unintentional emitter per FCC Part 15

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

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

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

### FCC declaration of conformity

**Responsible party:**

Gateway, Inc.  
7565 Irvine Center Drive  
Irvine, CA 92618  
Phone: 800-846-2000



**Caution**

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

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

### California Proposition 65 Warning



**Warning**

This product contains chemicals, including lead, known to the State of California to cause cancer, birth defects or reproductive harm.

### Telecommunications per Part 68 of the Code of Federal Regulations (CFR 47) (applicable to products fitted with USA modems)

Your modem complies with Part 68 of the Code of Federal Regulations (CFR 47) 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.

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

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

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

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

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

When programming or making test calls to emergency numbers:

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

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

## Canada

### Industry Canada (IC) Unintentional emitter per ICES-003

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

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

### Telecommunications per Industry Canada CS-03 (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.



#### 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.

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.

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.

## Laser safety statement



#### 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.

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.

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

### External television antenna grounding



#### Important

The instructions are for the person who installs cable to the system. Gateway assumes you are qualified in the servicing of computer equipment and trained in recognizing hazards in products with electric shock.

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.

Cable distribution system should be grounded (earthed) in accordance with ANSI/NFPA 70, the National Electrical Code (NEC), in particular Section 820.93, Grounding of Outer Conductive Shield of a Coaxial Cable.

### 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.

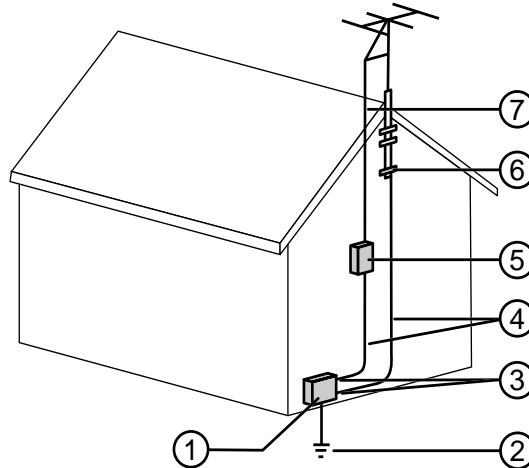
## Power lines



### 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.

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



**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

## Environmental information

The product you have purchased contains extracted natural resources that have been used in the manufacturing process. This product may contain substances known to be hazardous to the environment or to human health.

To prevent releases of harmful substances into the environment and to maximize the use of our natural resources, Gateway provides the following information on how you can responsibly recycle or reuse most of the materials in your "end of life" product.



Waste Electrical and Electronic Equipment (commonly known as WEEE) should never be disposed of in the municipal waste stream (residential garbage collection). The "Crossed-Out Waste Bin" label affixed to this product is your reminder to dispose of your "end of life" product properly.

Substances such as glass, plastics, and certain chemical compounds are highly recoverable, recyclable, and reusable. You can do your part for the environment by following these simple steps:

- When your electrical or electronic equipment is no longer useful to you, "take it back" to your local or regional waste collection administration for recycling.
- In some cases, your "end of life" product may be "traded in" for credit towards the purchase of new Gateway equipment. Call Gateway to see if this program is available in your area.
- If you need further assistance in recycling, reusing, or trading in your "end of life" product, you may contact us at the Customer Care number listed in your product's user guide and we will be glad to help you with your effort.

Finally, we suggest that you practice other environmentally friendly actions by understanding and using the energy-saving features of this product (where applicable), recycling the inner and outer packaging (including shipping containers) this product was delivered in, and by disposing of or recycling used batteries properly.

With your help, we can reduce the amount of natural resources needed to produce electrical and electronic equipment, minimize the use of landfills for the disposal of "end of life" products, and generally improve our quality of life by ensuring that potentially hazardous substances are not released into the environment and are disposed of properly.

# Notices

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7565 Irvine Center Drive  
Irvine, CA 92618 USA

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## Macrovision statement

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

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

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