



# User Guide

EM001

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eMachines User Guide  
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Purchase date: \_\_\_\_\_

Place of purchase: \_\_\_\_\_

Visit <http://registration.emachines.com> and discover the benefits of being an eMachines customer.

# Information for your safety and comfort

## Safety instructions

Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions marked on the product.

### Turning the product off before cleaning

Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

### Warnings

- Do not use this product near water.
- Do not place this product on an unstable cart, stand or table. If the product falls, it could be seriously damaged.
- Slots and openings are provided for ventilation to ensure reliable operation of the product and to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug or other similar surface. This product should never be placed near or over a radiator or heat register, or in a built-in installation unless proper ventilation is provided.
- Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock. Never spill liquid of any kind onto or into the product.
- To avoid damage of internal components and to prevent battery leakage, do not place the product on a vibrating surface.

### Using electrical power

- This product should be operated from the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
- Do not allow anything to rest on the power cord. Do not locate this product where people will walk on the cord.
- If an extension cord is used with this product, make sure that the total ampere rating of the equipment plugged into the extension cord does not exceed the extension cord ampere rating. Also, make sure that the total rating of all products plugged into the wall outlet does not exceed the fuse rating.
- Do not overload a power outlet, strip or receptacle by plugging in too many devices. The overall system load must not exceed 80% of the branch circuit rating. If power strips are used, the load should not exceed 80% of the power strip's input rating.
- This product's AC adapter is equipped with a three-wire grounded plug. The plug only fits in a grounded power outlet. Make sure the power outlet is properly grounded before inserting the AC adapter plug. Do not insert the plug into a non-grounded power outlet. Contact your electrician for details.

**Warning! The grounding pin is a safety feature. Using a power outlet that is not properly grounded may result in electric shock and/or injury.**

**Note:** The grounding pin also provides good protection from unexpected noise produced by other nearby electrical devices that may interfere with the performance of this product.

- Use the product only with the supplied power supply cord set. If you need to replace the power cord set, make sure that the new power cord meets the following requirements: detachable type, UL listed/CSA certified, type SPT-2, rated 7 A 125 V minimum, VDE approved or its equivalent, 4.6 meters (15 feet) maximum length.

## Product servicing

Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points or other risks. Refer all servicing to qualified service personnel.

Unplug this product from the wall outlet and refer servicing to qualified service personnel when:

- the power cord or plug is damaged, cut or frayed
- liquid was spilled into the product
- the product was exposed to rain or water
- the product has been dropped or the case has been damaged
- the product exhibits a distinct change in performance, indicating a need for service
- the product does not operate normally after following the operating instructions

**Note:** Adjust only those controls that are covered by the operating instructions, since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition.

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

## Telephone line safety

- Disconnect all telephone lines from the equipment when not in use and/or before servicing.
- To avoid the remote risk of electric shock from lightning, do not connect the telephone line to this equipment during lightning or thunderstorms.

# Disposal instructions

Do not throw this electronic device into the trash when discarding.

To minimize pollution and ensure utmost protection of the global environment, please recycle. For more information on the Waste from Electrical and Electronics Equipment (WEEE) regulations, visit

<http://www.acer-group.com/public/Sustainability/sustainability01.htm>.

<http://www.acer-group.com/public/Sustainability/sustainability04.htm>.



## Mercury advisory

For projectors or electronic products containing an LCD/CRT monitor or display: Lamp(s) inside this product contain mercury and must be recycled or disposed of according to local, state or federal laws. For more information, contact the Electronic Industries Alliance at [www.eiae.org](http://www.eiae.org). For lamp-specific disposal information, check [www.lamprecycle.org](http://www.lamprecycle.org).



## ENERGY STAR

eMachines' ENERGY STAR qualified products save your money by reducing energy cost and protecting the environment without sacrificing features or performance. eMachines is proud to offer our customers products with the ENERGY STAR mark.

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**Note:** The statement above is applicable only to eMachines system with an ENERGY STAR sticker.

eMachines ENERGY STAR qualified products:

- Produce less heat and reduce cooling loads, and warmer climates.
- Automatically go into "display sleep" and "computer sleep" mode after 10 and 30 minute of inactivity respectively.
- Wake the computer from sleep mode by pushing keyboard or moving mouse.
- Computers will save more than 80% energy at "sleep" mode.

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## Tips and information for comfortable use

Computer users may complain of eyestrain and headaches after prolonged use. Users are also at risk of physical injury after long hours of working in front of a computer. Long work periods, bad posture, poor work habits, stress, inadequate working conditions, personal health and other factors greatly increase the risk of physical injury.

Incorrect computer usage may lead to carpal tunnel syndrome, tendonitis, tenosynovitis or other musculoskeletal disorders. The following symptoms may appear in the hands, wrists, arms, shoulders, neck or back:

- numbness, or a burning or tingling sensation
- aching, soreness or tenderness
- pain, swelling or throbbing
- stiffness or tightness
- coldness or weakness

If you have these symptoms, or any other recurring or persistent discomfort and/or pain related to computer use, consult a physician immediately and inform your company's health and safety department.

The following section provides tips for more comfortable computer use.

### Finding your comfort zone

Find your comfort zone by adjusting the viewing angle of the monitor, using a footrest, or raising your sitting height to achieve maximum comfort. Observe the following tips:

- refrain from staying too long in one fixed posture
- avoid slouching forward and/or leaning backward
- stand up and walk around regularly to remove the strain on your leg muscles
- take short rests to relax your neck and shoulders
- avoid tensing your muscles or shrugging your shoulders
- install the external display, keyboard and mouse properly and within comfortable reach
- if you view your monitor more than your documents, place the display at the center of your desk to minimize neck strain

## Taking care of your vision

Long viewing hours, wearing incorrect glasses or contact lenses, glare, excessive room lighting, poorly focused screens, very small typefaces and low-contrast displays could stress your eyes. The following sections provide suggestions on how to reduce eyestrain.

### Eyes

- Rest your eyes frequently.
- Give your eyes regular breaks by looking away from the monitor and focusing on a distant point.
- Blink frequently to keep your eyes from drying out.

### Display

- Keep your display clean.
- Keep your head at a higher level than the top edge of the display so your eyes point downward when looking at the middle of the display.
- Adjust the display brightness and/or contrast to a comfortable level for enhanced text readability and graphics clarity.
- Eliminate glare and reflections by:
  - placing your display in such a way that the side faces the window or any light source
  - minimizing room light by using drapes, shades or blinds
  - using a task light
  - changing the display's viewing angle
  - using a glare-reduction filter
  - using a display visor, such as a piece of cardboard extended from the display's top front edge
- Avoid adjusting your display to an awkward viewing angle.
- Avoid looking at bright light sources, such as open windows, for extended periods of time.

## Developing good work habits

Develop the following work habits to make your computer use more relaxing and productive:

- Take short breaks regularly and often.
- Perform some stretching exercises.
- Breathe fresh air as often as possible.
- Exercise regularly and maintain a healthy body.

**Warning! We do not recommend using the computer on a couch or bed. If this is unavoidable, work for only short periods, take breaks regularly, and do some stretching exercises.**





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# Chapter 1

## Checking Out Your Computer

# About this guide

This guide includes information and maintenance instructions that are specific to your model of computer. Some illustrations in this guide may look different than your computer because hardware options and port locations may vary.

## Product Registration

When using your computer for the first time, it is recommended that you immediately register it. This will give you access to some useful benefits, such as:

- Faster service from our trained representatives
- Membership in the eMachines community: receive promotions and participate in customer surveys
- The latest news from eMachines

Hurry and register, as other advantages await you!

### How to Register




During the initial startup of your notebook or desktop, a window will invite you to register. Please fill in the mandatory fields and click Next. The second window you'll see contains optional fields that will help us to provide you with a more personable customer service experience.

### Another Option

Another way to register your eMachines product is to visit our website at <http://registration.emachines.com>. Choose your country and follow the simple instructions.

After we receive your product registration, you will be sent a confirmation email with important data that you should keep in a safe place.

# Front








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, recordable DVD, Blu-ray, or HD DVD drive.
Memory card reader		Insert a memory card from a digital camera, MP3 player, PDA, cellular telephone, or other device into the memory card reader.
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 power indicator lights when the computer is turned on.
USB ports		Plug USB (Universal Serial Bus) devices (such as a USB external drive, printer, scanner, camera, keyboard, or mouse) into these ports.
Microphone jack		Plug a microphone into this jack. This jack is color-coded pink.
Headphone jack		Plug powered, analog front speakers, an external amplifier, or headphones into this jack. This jack is color-coded green.





# Back



## Important

Your computer's hardware options and port locations may vary from this illustration.

Component	Icon	Description
Kensington lock slot (optional)		Connects to a Kensington-compatible computer security lock.
Voltage switch		The switch is preset at the factory. Make sure that this is set to the correct voltage for your area.
Power connector		Plug the power cord into this connector.
PS/2 keyboard port		Plug a PS/2 keyboard into this port.
Monitor (VGA) port		Plug a VGA (blue connector) monitor cable into this port.
USB ports		Plug USB (Universal Serial Bus) devices (such as a USB Iomega™ Zip™ drive, printer, scanner, camera, keyboard, or mouse) into these ports.
Microphone jack (pink plug)		Plug a microphone into this jack.
Headphone/analog speakers jack (green plug) -OR- Front speakers jack		This jack is user configurable for one of the following: Headphone: Plug headphones or amplified speakers into this jack (Default). Stereo out: Plug your front left and right speakers into this jack.
PS/2 mouse port		Plug a PS/2 mouse into this port.
Ethernet (network) jack		Plug an Ethernet network cable or a device (such as a DSL or cable modem for a broadband Internet connection) into this jack.

Component	Icon	Description
Center/subwoofer jack (orange plug) (optional)		Plug your center speaker and subwoofer into this jack.
Surround L/R speaker jack (black plug)		Plug your rear right and left speakers into this jack.
Audio in/side speaker jack (blue plug) -OR- Side speaker jack		This jack is user configurable for one of the following: Stereo in: Plug an external audio input source (such as a stereo) into this jack so you can record sound on your computer (Default). Stereo out: Plug your side left and right speakers into this jack.
ESATA port (optional)	ESATA	Enables fast external disk access.
Serial port (optional)		Connects to devices such as terminals and various peripherals.
HDMI port (optional)	HDMI	Supports high definition digital video connections.

# Chapter 2

## Setting Up and Getting Started



# 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.

## 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 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. For the location, see ["Back" on page 4](#).




# Connecting to a broadband modem or network



## Important

Your computer may be equipped with a built-in Ethernet (network) jack. For information about setting up a wired or wireless Ethernet network.

You can connect your computer to a cable or DSL (*broadband*) 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. For the location, see [“Back” on page 4](#).
  - 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 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 at the back of your computer. For the location, see [“Back” on page 4](#).

- 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 on the back of your computer.



## Using the World Wide Web

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

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

---

*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.
- 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 downloading files in the **Search Help** box, then click **ENTER**.

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# Ethernet networking

## 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.

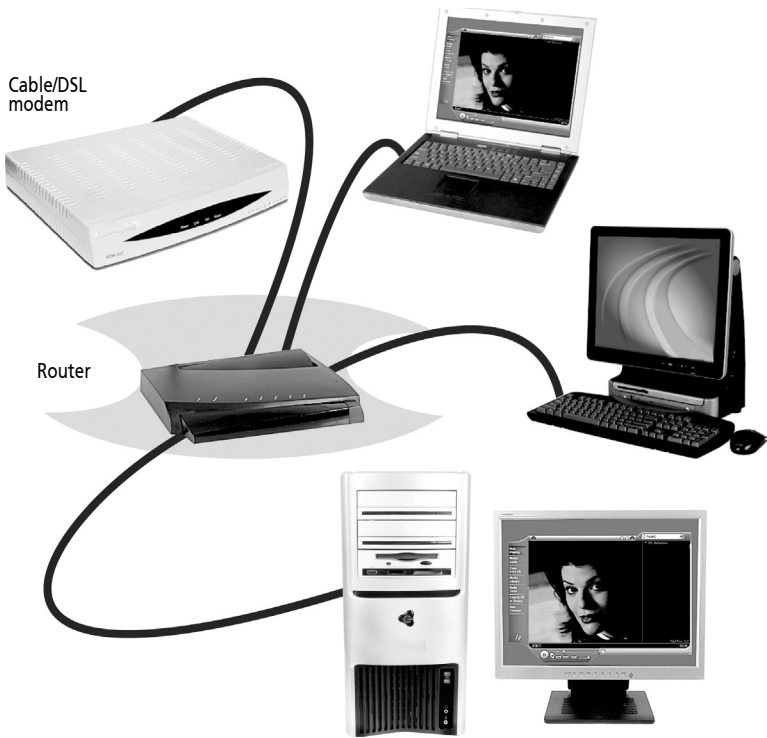


#### Tip

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

## Setting up wired Ethernet network hardware

### 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.

### 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. 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 (*Cat 5*), unshielded, twisted-pair cable (about 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.

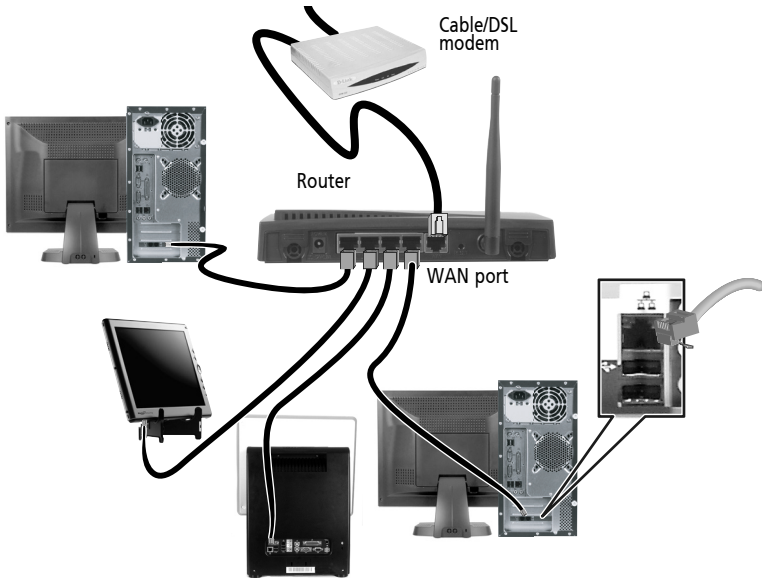
Cat 5 cables are available in two different types; straight-through cables, used to connect computers to a router, and crossover cables, used to connect two computers.

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 jack 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 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.



# Establishing your Ethernet 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.

## 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, 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.

## Testing your network

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

## Adding a printer to your network

Instead of plugging a printer into each of your computers, 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 20](#).
- 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.



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#### 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

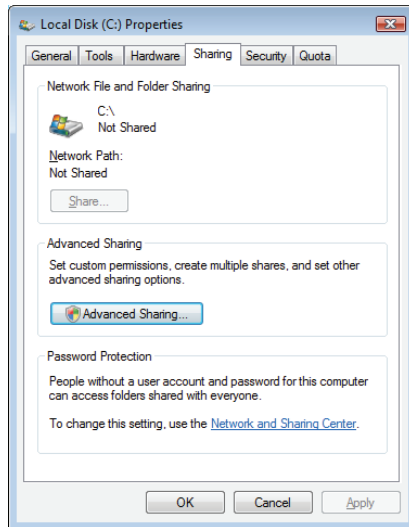
► To share drives or folders:

- 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.



Click **Share**.

- OR -

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



## 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 sound workgroups, click **Start**, then click **Help and Support**. Type workgroups in the **Search** 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 **Documents** folder on computer 1. To access the **Documents** folder on computer 1 from computer 2, double-click the 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 22](#).
  - 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



### 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.

- ▶ 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 3

## Troubleshooting

# 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 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 troubleshooting in the **Search** box, then press **ENTER**.

---

# Troubleshooting

Troubleshooting topics are listed in alphabetical order.

## Add-in cards

The computer does not recognize an add-in 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 add-in card.

## Audio

See “Sound” on page 42.

## CD or DVD drives

See “Optical disc drives” on page 38.

## DVD drives

- See “CD or DVD drives” on page 26.

## 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 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 System Restore in the **Search** 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.



### Help

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

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

- Restart your computer.
- Press CTRL+ALT+DEL to 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

- Your hard drive may have become damaged.

## Internet

See also “[Modem \(dial-up\)](#)” on page 33.

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 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 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 33.



### Help

For more information about troubleshooting Internet connections, click **Start**, then click **Help and Support**. Type troubleshooting connections in the **Search** 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.

# Memory



---

## Help

For more information about troubleshooting memory errors, click **Start**, then click **Help and Support**. Type memory error in the **Search** box, then press **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)

- See the documentation that came with your modem for additional troubleshooting information.

## Modem (dial-up)

See also [“Internet” on page 30](#).

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 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.



## Help

For more information about dialing properties, click **Start**, then click **Help and Support**. Type dialing in the **Search** box, then press **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 30.

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 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 cable standards and may cause problems with the connection.
- Shut down and restart your computer.
- Run Windows modem diagnostics.



#### Help

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

## Monitor

### The screen resolution is not correct

- Change the screen resolution from the *Display Settings* dialog box.

### 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.

The text on the display is dim or difficult to read

- Adjust the brightness and contrast controls.
- Change the display settings. For more information.

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 screen resolution in the **Search** box, then press **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.



### Help

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

## Optical disc 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 disc drive.
- If you are trying to play a DVD, make sure that you have a DVD drive.
- 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.
- Restart your computer, then enter the BIOS Setup utility by pressing and holding F1 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.
- Make sure that the mute controls are turned off.
- Make sure that the speaker cables are connected correctly and securely.
- Shut down and restart your computer.
- Clean the disc.
- Reinstall the audio device drivers.

A DVD movie will not play

- Make sure that you have a 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 DVD drive.
- Shut down and restart your computer.
- Clean the disc.
- 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.

## 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.
- 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.
- 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 printer troubleshooter in the **Search** box, then press **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.
- Make sure that mute controls are turned off.
- 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.



### Help

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

---

# Recovering your system

You can solve most computer problems by following the information in [“Troubleshooting” on page 24](#) or in the technical support pages at [www.emachines.com](http://www.emachines.com). Problem solving may also involve reinstalling some or all of the computer’s software (also called *recovering* or *restoring* your system). eMachines provides everything you need to recover your system under most conditions.



## Caution

To prepare your computer for additional system recovery options, you should create a set of recovery discs as soon as possible. Recovery discs take some time to create, but for long-term reliability, the effort is worth it. For instructions, see [“Creating recovery discs” on page 44](#).

### ► To recover your system:

- 1 Create recovery discs as soon as you can.

You can use these discs later for recovering your system from significant hardware and software problems. For instructions, see [“Creating recovery discs” on page 44](#).

- 2 Perform minor fixes.

If only one or two items of software or hardware have stopped working correctly, the problem may be solved by reinstalling the software or the device drivers. To recover software and drivers that were pre-installed at the factory, see [“Recovering pre-installed software and drivers” on page 45](#). For instructions on reinstalling software and drivers that were not pre-installed, see that product’s documentation or technical support Web site.

- 3 Revert to a previous system condition.

If reinstalling software or drivers does not help, then the problem may be solved by returning your system to a previous state when everything was working correctly. For instructions, see [“Returning your system to its factory condition” on page 46](#).

- 4 Reset your system to its factory condition.

If nothing else has solved the problem and you want to reset your system to factory condition, see [“Returning your system to its factory condition” on page 46](#).

## Creating recovery discs

If your computer experiences problems that are not recoverable by other methods, you may need to reinstall the Windows operating system and factory-loaded software and drivers. To reinstall using discs, you must create the set of recovery discs beforehand.

► To create recovery discs:

- 1 Click **@ (Start)**, **All Programs**, **eMachines**, then click **eMachines Recovery Management**. *eMachines Recovery Management* opens.
- 2 To create recovery discs for the hard drive's entire original contents, including Windows OS and all factory-loaded software and drivers, click **Create factory default disc**.

- OR -

To create recovery discs for only the factory-loaded software and drivers, click **Create driver and application backup disc**.



### Important

We recommend that you create each type of recovery disc as soon as possible.

---

- 3 Insert a blank disc into the drive indicated in the **Burn to** list, then click **Next**. The first disc begins recording, and you can watch its progress on the screen.

When the disc finishes recording, the drive ejects it.

- 4 Remove the disc from the drive and mark it with a permanent marker.



### Important

Write a unique, descriptive label on each disc, such as "Windows Recovery Disc 1 of 2." or "Apps/Drivers Recovery disc."


---

- 5 If multiple discs are required, insert a new disc when prompted, then click **OK**. Continue recording discs until the process is complete.



# Recovering pre-installed software and drivers

As a troubleshooting step, you may need to reinstall the software and device drivers that came pre-installed on your computer from the factory. You can recover using either your hard drive or the backup discs you have created.

- **New software**—If you need to recover software that did *not* come pre-installed on your computer, you need to follow that software's installation instructions.
- ▶ To recover your pre-installed software and drivers:
- 1 Click **Ⓜ (Start), All Programs, eMachines**, then click **eMachines Recovery Management**. *eMachines Recovery Management* opens.  
- OR -  
If you are recovering from your driver and application recovery disc, insert it into the disc drive, then go to Step 3 after the *eMachines Application Recovery* main menu opens.
  - 2 Click the **Restore** tab, then click **Reinstall applications/drivers**. The *eMachines Application Recovery* main menu opens.
  - 3 Click **Contents**. A list of software and device drivers opens.
  - 4 Click the install icon  for the item you want to install, then follow the on-screen prompts to complete the installation. Repeat this step for each item you want to reinstall.  
■

# Returning your system to its factory condition

In case your computer experiences problems that are not recoverable by other methods, you may need to reinstall everything to return your system to its factory condition. You can reinstall using either your hard drive or the recovery discs you have created.



---

### Caution

This complete recovery deletes everything on your hard drive, then reinstalls Windows and all software and drivers that were pre-installed on your system. If you can access important files on your hard drive, back them up now.

---

- If you can still run Windows OS, see [“Recovering from within Windows OS”](#) on page 46.
- If you cannot run Windows OS and your original hard drive is still working, see [“Recovering from the hard drive during startup”](#) on page 47.
- If you cannot run Windows OS and your original hard drive has been completely re-formatted or you have installed a replacement hard drive, see [“Recovering from your recovery discs”](#) on page 47.

## Recovering from within Windows OS

- To reinstall Windows OS and all pre-installed software and drivers:
- 1 Click **⊞ (Start), All Programs, eMachines**, then click **eMachines Recovery Management**. *eMachines Recovery Management* opens.
  - 2 Click the **Restore** tab, then click **Restore system to factory default**. The *Confirm Restoration* dialog box opens.
  - 3 Click **Yes**, then click **Start**. A dialog box displays information about the hard drive that the operating system will be recovered to.



---

### Caution

Continuing the process will erase all files on your hard drive.

---



- 4 Click **OK**. The recovery process begins by restarting your computer, then continues by copying files to your hard drive. This process may take a while, but a *eMachines Recovery Management* screen shows you its progress.  
When the recovery has finished, a dialog box prompts you to restart your computer.
- 5 Click **OK**. Your computer restarts.
- 6 Follow the on-screen prompts for first-time system setup.

## Recovering from the hard drive during startup

- ▶ To reinstall Windows OS and all pre-installed software and drivers:
  - 1 Turn on your computer, then press **ALT+F10** during startup. *eMachines Recovery Management* opens.
  - 2 Click **Restore system from factory default**.



### Caution

Continuing the process will erase all files on your hard drive.

---

- 3 Click **Next** to continue. Your hard drive's original, factory-loaded contents are recovered. This process will take several minutes.

## Recovering from your recovery discs

- ▶ To reinstall Windows OS and all pre-installed software and drivers:
  - 1 Turn on your computer, insert the first system recovery disc into your optical disc drive, then restart your computer.



### Caution

Continuing the process will erase all files on your hard drive.

---

- 2 During startup, press **F10** to open the boot menu. The boot menu is where you can select which device to start from, such as the hard drive or an optical disc.
- 3 Use your arrow keys to select **CDROM/DVD**, then press **ENTER**. Windows installs from the recovery disc you inserted.

- 4 Insert the second recovery disc when prompted, then follow the on-screen prompts to complete the recovery.



# Telephone support

## Before calling Customer Care

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

- Make sure that your computer is connected correctly to a grounded AC power 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 eMachines, 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.

## Self-help

If you have *how-to* questions about using your eMachines-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 eMachines-supplied hardware can be found in our Web site's Documentation Library.
- The software publisher's Web site.



### Help

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

# Appendix A

## Regulations and safety notices

## FCC notice

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 device 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 communications.

However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the device 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 device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

## Notice: Shielded cables

All connections to other computing devices must be made using shielded cables to maintain compliance with FCC regulations. In compliance with FCC regulations, use shielded cables to connect to other computing devices. A dual-link cable is recommended for DVI output.

## Notice: Peripheral devices

Only peripherals (input/output devices, terminals, printers, etc.) certified to comply with the Class B limits may be attached to this equipment. Operation with non-certified peripherals is likely to result in interference to radio and TV reception.

## Caution

Changes or modifications not expressly approved by the manufacturer could void the user's authority, which is granted by the Federal Communications Commission, to operate this computer.

## Operation conditions

This device complies with Part 15 of the FCC Rules. Operation 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.

## Notice: Canadian users

This Class B digital apparatus complies with Canadian ICES-003.

## Remarque à l'intention des utilisateurs canadiens

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

## Declaration of Conformity for EU countries

Hereby, Acer, declares that this PC series is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Compliant with Russian regulatory certification



**ME61**

## Notice for Australia

For safety reasons, only connect headsets with a telecommunications compliance label. This includes customer equipment previously labelled permitted or certified.

## Notice for New Zealand

- 1 The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.
- 2 This equipment is not capable, under all operating conditions, of correct operation at the higher speeds for which it is designed. Telecom will accept no responsibility should difficulties arise in such circumstances.
- 3 Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom's Specifications:
  - a There shall be no more than 10 call attempts to the same number within any 30 minute period for any single manual call initiation, and
  - b The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempt and the beginning of the next call attempt.
- 4 Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. In order to operate within the limits for compliance with Telecom's specifications, the associated equipment shall be set to ensure that automatic calls to different numbers are spaced such that there is not less than 5 seconds between the end of one call attempt and the beginning of another.
- 5 This equipment shall not be set up to make automatic calls to Telecom's 111 Emergency Service.
- 6 This device is equipped with pulse dialing while the Telecom standard is DTMF tone dialing. There is no guarantee that Telecom lines will always continue to support pulse dialing.
- 7 Use of pulse dialing, when this equipment is connected to the same line as other equipment, may give rise to bell tinkle or noise and may also cause a false answer condition. Should such problems occur, the user should NOT contact the telecom Fault Service.
- 8 This equipment may not provide for the effective hand-over of a call to another device connected to the same line.
- 9 Under power failure conditions this appliance may not operate. Please ensure that a separate telephone, not dependent on local power, is available for emergency use.

## Laser compliance statement

The CD or DVD drive used with this computer is a laser product.

The CD or DVD drive's classification label (shown below) is located on the drive.

CLASS 1 LASER PRODUCT

CAUTION: INVISIBLE LASER RADIATION WHEN OPEN. AVOID EXPOSURE TO BEAM.

## Digital audio output statement

The optical connector contains no laser or light emitting diode (LED) more than Class I.

## Radio device regulatory notice

**Note:** Below regulatory information is for models with wireless LAN and/or Bluetooth only.

## General

This product complies with the radio frequency and safety standards of any country or region in which it has been approved for wireless use. Depending on configurations, this product may or may not contain wireless radio devices (such as wireless LAN and/or Bluetooth modules). Below information is for products with such devices.

## List of applicable countries

EU member states as of July 2009 are: Belgium, Denmark, Germany, Greece, Spain, France, Ireland, Italy, Luxembourg, the Netherlands, Austria, Portugal, Finland, Sweden, United Kingdom, Estonia, Latvia, Lithuania, Poland, Hungary, Czech Republic, Slovak Republic, Slovenia, Cyprus and Malta, Bulgaria and Romania. Usage allowed in the countries of the European Union, as well as Norway, Switzerland, Iceland and Liechtenstein. This device must be used in strict accordance with the regulations and constraints of the country of use. For further information, please contact the local office in the country of use.





Acer Incorporated  
8F, 88, Sec. 1, Hsin Tai Wu Rd., Hsichih  
Taipei Hsien 221, Taiwan



## Declaration of Conformity

We,

**Acer Incorporated**

8F, 88, Sec. 1, Hsin Tai Wu Rd., Hsichih, Taipei Hsien 221, Taiwan

Contact Person: Mr. Easy Lai, e-mail:easy\_lai@acer.com.tw

And,

**Acer Europe SA**

Via Cantonale, Centro Galleria 2 6928 Manno Switzerland

Hereby declare that:

**Product: Personal Computer**

**Trade Name: Acer**

**Model Number: Acer**

Is compliant with the essential requirements and other relevant provisions of the following EC directives, and that all the necessary steps have been taken and are in force to assure that production units of the same product will continue comply with the requirements.

**EMC Directive 2004/108/EC as attested by conformity with the following harmonized standards:**

- EN55022, AS/NZS CISPR22, Class B
- EN55024
- EN55013 (Applicable to product built with TV tuner module)
- EN55020 (Applicable to product built with TV tuner module)
- EN61000-3-2 Class D
- EN61000-3-3

**Low Voltage Directive 2006/95/EC as attested by conformity with the following harmonized standard:**

- EN60950-1
- EN60065 (Applicable to product built with TV tuner module)

**Council Decision 98/482/EC (CTR21) for pan- European single terminal connection to the Public Switched Telephone Network (PSTN).**

**RoHS Directive 2002/95/EC on the Restriction of the Use of certain Hazardous Substances in Electrical and Electronic Equipment**

- The maximum concentration values of the restricted substances by weight in homogenous material are:

Lead	0.1%	Polybrominated Biphenyls (PBB's)	0.1%
Mercury	0.1%	Polybrominated Diphenyl Ethers (PBDE's)	0.1%
Hexavalent Chromium	0.1%	Cadmium	0.01%

The standards listed below are applied to the product if built with WLAN module or wireless keyboard and mouse.



R&TTE Directive 1999/5/EC as attested by conformity with the following harmonized standard:

- **Article 3.1(a) Health and Safety**
  - EN60950-1
  - EN62311
- **Article 3.1(b) EMC**
  - EN301 489-1
  - EN301 489-3 (Applicable to non-bluetooth wireless keyboard mouse set).
  - EN301 489-17
- **Article 3.2 Spectrum Usages**
  - EN300 440-2 (Applicable to non-bluetooth wireless keyboard mouse set).
  - EN300 328
  - EN301 893 (Applicable to 5GHz high performance RLAN).

**Year to begin affixing CE marking 2009.**

Easy Lai  
Easy Lai, Manager  
Regulation Center, Acer Inc.

Jul.9. 2009  
Date



## Federal Communications Commission Declaration of Conformity

This device complies with Part 15 of the FCC Rules. Operation 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.

The following local Manufacturer /Importer is responsible for this declaration:

Product:	Personal Computer
Trade Name:	Acer
Model Number:	Acer
SKU Number:	("x" = 0~9, a ~ z, A ~ Z or Blank)
Name of Responsible Party:	Acer America Corporation
Address of Responsible Party:	333 West San Carlos St. San Jose, CA 95110 U. S. A.
Contact Person:	Acer Representative
Phone No.:	254-298-4000
Fax No.:	254-298-4147



**Remark:** All images are for reference purposes only.  
Actual configuration may vary.